CalSAWS

California Statewide Automated Welfare System

Design Document

CA-248202

Additional Updates to the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualifying Individual (QI) Application (MC 14A)

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rakesh Nalluru
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION kkk	AUTHOR
08/25/2023	1.0	Initial Document	Rakesh Nalluru
01/25/2024	1.1	Content Revision – Remove Hindi from request	Rakesh Nalluru

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1 OVERVIEW

The purpose of this SCR is to add MC 14A (7/22) in all available threshold languages.

1.1 Current Design

Currently MC 14A is available in English and threshold languages in CalSAWS.

1.2 Requests

Add MC 14A (07/22) in missing threshold Languages to the CalSAWS.

Languages Included: Japanese, Mien, Punjabi, Thai, and Ukrainian.

1.3 Overview of Recommendations

Add MC 14A in available threshold languages with the Latest State Version (07/22) to CalSAWS.

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English and Spanish forms.
2. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the existing translations.
3. SCR CA-247694 will update the threshold languages (Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese) to latest version (07/22)
4. All fields (blank or prepopulated) will be editable.
5. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add threshold languages for MC 14A form with latest Version (07/22)

2.1.1 Overview

This section will cover the requirements for adding the MC 14A form in available threshold languages.

State Form: MC 14A (07/22)

Current Programs: Medi-Cal

Current Forms Category: Application

Current Template Repository Visibility: All counties

Template Description: This application is used to collect information on an applicant and determine eligibility for the Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), or the Qualifying Individual-1 (QI-1) programs.

Imaging Form Name: QMB/SLMB/QI Applications

Imaging Document Type: Application, Intake, or Screening

Existing Languages: English, Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

2.1.2 Form/NOA Verbiage

Create MC 14A XDP's for Threshold Languages

Threshold Languages: Japanese, Mien, Punjabi, Thai, and Ukrainian

Form Mockups/Examples: See Supporting Documents #1
Form Header: CalSAWS Standard Header #3
Include NA BACK 9: No

2.1.3 Form/NOA Variable Population

This effort does not have any changes to variable population.

2.1.4 Form Generation Conditions

There will be no updates to the Form Generation, Form Control, nor Print/Mailing Options.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.	Correspondence	MC 14 A Threshold Languages	~~MC14A-HIN.pdf~~ MC14A-JPN.pdf MC14A-MIE.pdf MC14A-PUN.pdf MC14A-TAI.pdf MC14A-UKR.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices;	MC 14A is being added in all available threshold languages to CalSAWS.

	p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-229573: DDID 2284 | Scheduled Callback

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester
	Reviewed By	Venketraman Ganesan, Josh Kemp

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/03/2021	0.1	Initial Draft	Santos
11/14/2022	0.2	Added clarification in section 1.3.	Jared Kuester
01/02/2024	0.3	Restructured document to follow updated standards	Jared Kuester

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1 OVERVIEW

This design is for the new Scheduled Callback functionality. This functionality allows customers to request a callback while the county contact center is closed, or if the queue requested has reached its max queue depth.

1.1 Current Design

This functionality does not currently exist. When a customer calls into the IVR after hours, or the queues have reached their max queue depth, they do not have an opportunity to request a call back.

1.2 Requests

Develop functionality that allows the caller to request a Scheduled Call Back when calling outside of the counties' configured hours of operation, or if the max queue depth has been reached.

1.3 Overview of Recommendations

1. Add the Scheduled Call Back functionality into the existing Inbound IVRs.
    a. Allow customers to choose if they would like a scheduled call back the next business day or not.
2. Add a Scheduled Call Back section to the Administration Page in eCCP
    a. Allow Counties to turn this feature on or off through the Admin Page.
    b. Allow Counties to configure available timeslots through the Admin Page.

1.4 Assumptions

1. A scheduled callback can only be scheduled for the next business day.
2. Callers will not be offered a call back if all scheduled call back slots are full. Callers will receive the appropriate message prior to being disconnected from the IVR.
3. Callers being offered a scheduled call back will only be able to select the next available time slot.
4. The scheduled call back functionality will be configured through the Administration Page. See SCR CA-226672 for more details.
5. Auto-Answer is not supported for Scheduled Call Back. Agents must click accept before the Outbound call is placed.
6. The ability for a customer to cancel a Scheduled Call back is not in scope for this change.
7. Reporting for calls handled and how many are currently in queue will be done through the eGain reporting tool.
    a. For more information on reporting capabilities of eGain, please see SCR CA-226209 eGain Analytics and Calabrio One.

2 RECOMMENDATIONS

This section outlines recommendations to add a new Scheduled Call back feature in the Inbound IVR applications, and the Administration Page in the eCCP.

2.1 Scheduled Callback in the IVR

2.1.1 Overview

Add a new scheduled call back feature that allows customers to request a call back if they called while the county contact center is closed, or if the queue they requested has reached maximum queue depth.

2.1.2 Description of Changes

1. Add an option in the existing county call flows to offer a scheduled call back for the next business day if the call center is closed, or if the queue is at maximum queue depth.
    a. A scheduled callback will only be offered if there are still slots available. If all slots are currently filled, the scheduled call back feature will not be offered.
        i. The IVR will play the county specific closed message, or maximum queue depth message that is currently in place.
    b. When the scheduled call back is offered, customers will be given the option to opt in. If they do not opt in for the call back, the call will be ended.
        i. The scheduled call back feature is available to all threshold languages supported. For more information, please see SCR CA-226837 Inbound IVR.
        ii. If the IVR is closed, the customer will hear the county specific message letting the customer know that the contact center is currently closed and to call back during regular business hours.
        iii. If the queue that the customer selected is currently at maximum queue depth, the customer will hear the county specific maximum queue depth message letting them know to call back at a later time.
        iv. Both messages that are played here are customized by each individual county.
2. The prompt offering the scheduled callback to the customer that is played depends on the reason for offering the scheduled call back.
    a. If the IVR is closed, the customer will hear the message:

        "I'm sorry, but the contact center is currently closed. If you would like us to call you back on the next business day, please press 1."

    b. If the queue selected is currently at max queue depth, the customer will hear the message:

"I'm sorry, we have reached our maximum number of callers currently in queue. If you would like us to call you back on the next business day, please press 1."

3. If the customer presses option 1, they will be prompted if they would like to be called back at the next available time slot.
    a. The time slots, and how many callers can opt in for that time slot, is configured in the Administration page.
4. After the customer confirms they agree to be called back at the provided time, the customer will be prompted to confirm their phone number.
    a. The IVR will play the message, "*If you would like us to call you back at (Customer's Phone Number), please press 1. To use a different call back number press 2.*"
    b. If the customer's phone number is not available, this prompt will be skipped, and they will be required to enter what phone number they would like to be called back at.
5. If the customer presses 1, the call back will be scheduled for the customer using their caller ID and stored in the scheduled call back database.
    a. If the Phone Number already exists in the database, do not write a second callback request.
6. If the customer presses 2, they will be prompted to enter their ten-digit phone number. The IVR will then check if the phone number entered is not ten digits or begins with 1. If it is not valid, the customer will have 2 more attempts to enter a valid phone number before the IVR ends the call.
    a. If the Phone Number already exists in the database, do not write a second callback request.
7. Once the call back request is scheduled the IVR will play the message *"Your call back request is scheduled for the next business day between (time range selected). Goodbye"*.
8. Every hour during the business day, the scheduled call back system will check if there are any calls that fall within the current time range stored in the database. For example, if it is 10:00 AM and there are three calls in the database scheduled to be called back between 10:00 AM and 11:00 AM, it will place those three calls in the Scheduled Call Back queue that align with the customer's language.
9. The scheduled call back queue will act like any other queue and will need to be associated to contact center agents routing profile(s). When there's an agent available and a scheduled callback call is next in the queue, the system will place an outbound call from the agent's call control panel.
10. If the call is answered, by the customer or voicemail, the callback will be marked as complete and is removed from the queue.
    a. When the call is answered the customer will hear the message "*This is a call from <County Name> county. This call is recorded for training and quality purposes.*"
    b. This message will be played in the language that the customer originally selected.

11. If the call is not answered, the agent will be placed back in ready status and the system will wait 10 minutes before attempting to call the user back again. It will make a total of 3 attempts to contact the customer.

2.2 Scheduled Callback in eCCP

2.2.1 Overview

Add a new scheduled call back section in the Administration page.

Users with access to the administration page will be able to enable and disable the Scheduled Call back feature, configure the time slots, and see how many calls are currently scheduled. Also, every authenticated scheduled callback attempt will be journaled in CalSAWS.

2.2.2 Scheduled Callback Mockups

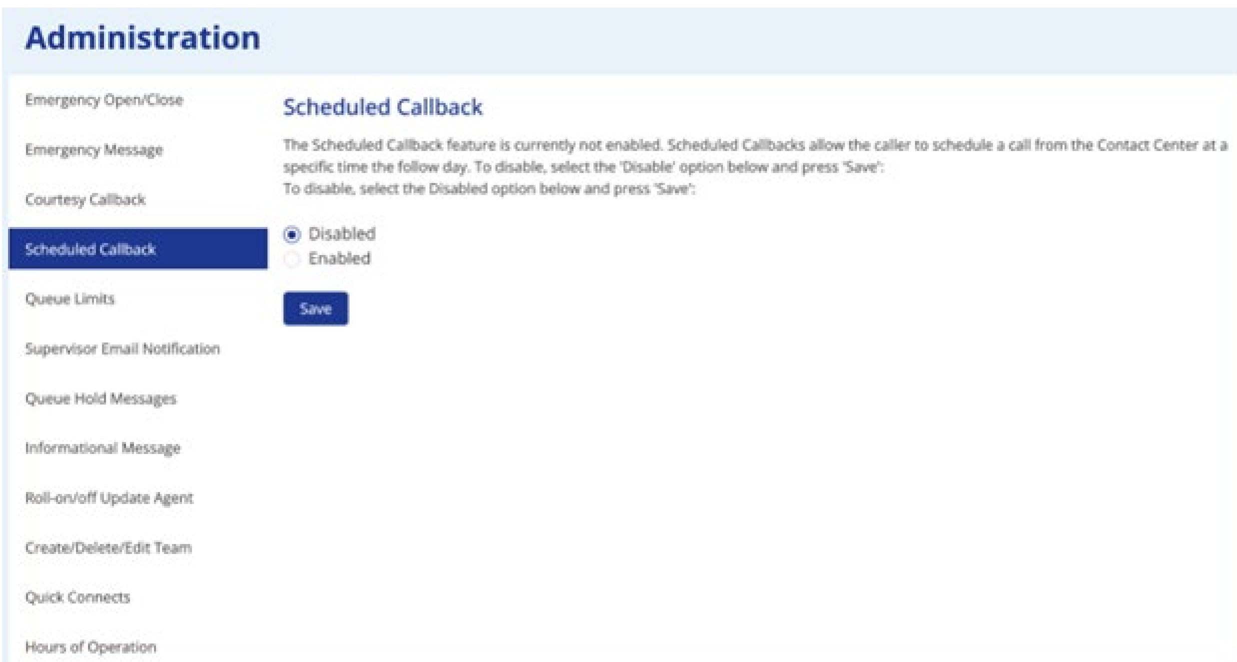

Figure 2.1.2.1 – Scheduled Callback Disabled

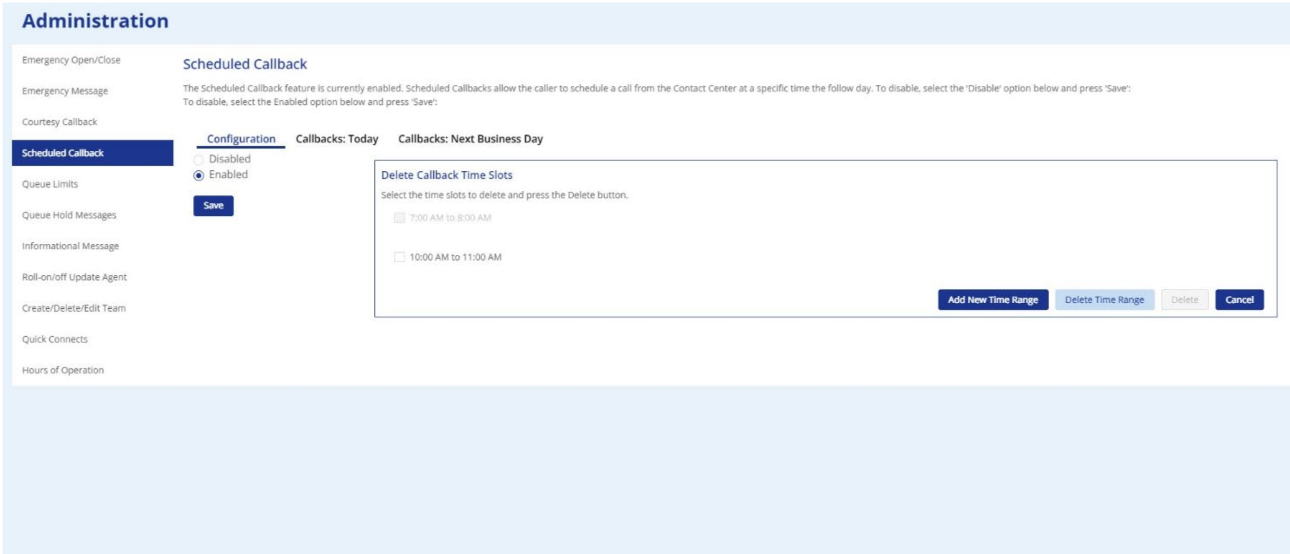

Figure 2.1.2.2 – Scheduled Callback Enabled

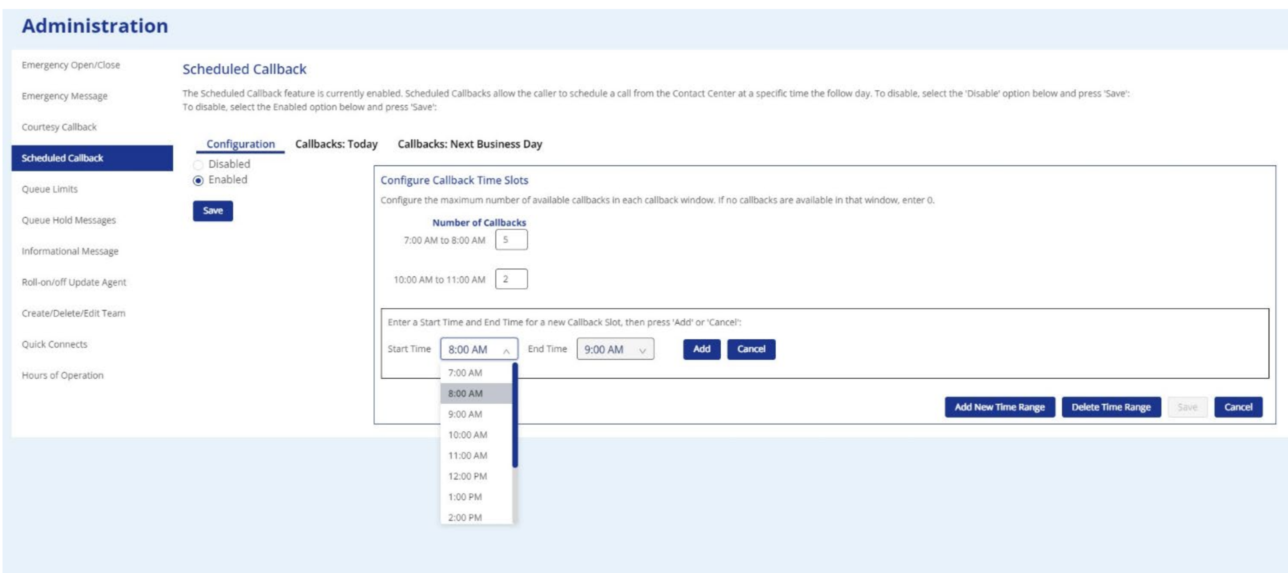

Figure 2.1.2.3 – Scheduled Callback Timeslot Configuration

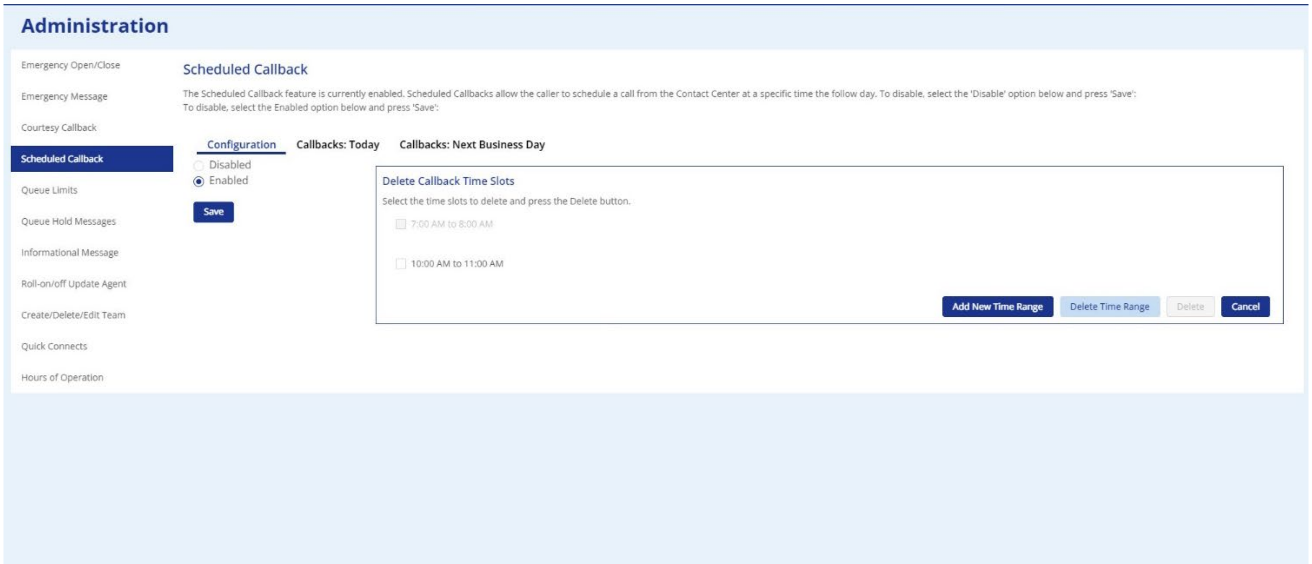

Figure 2.1.2.4 – Scheduled Callback Timeslot Deletion

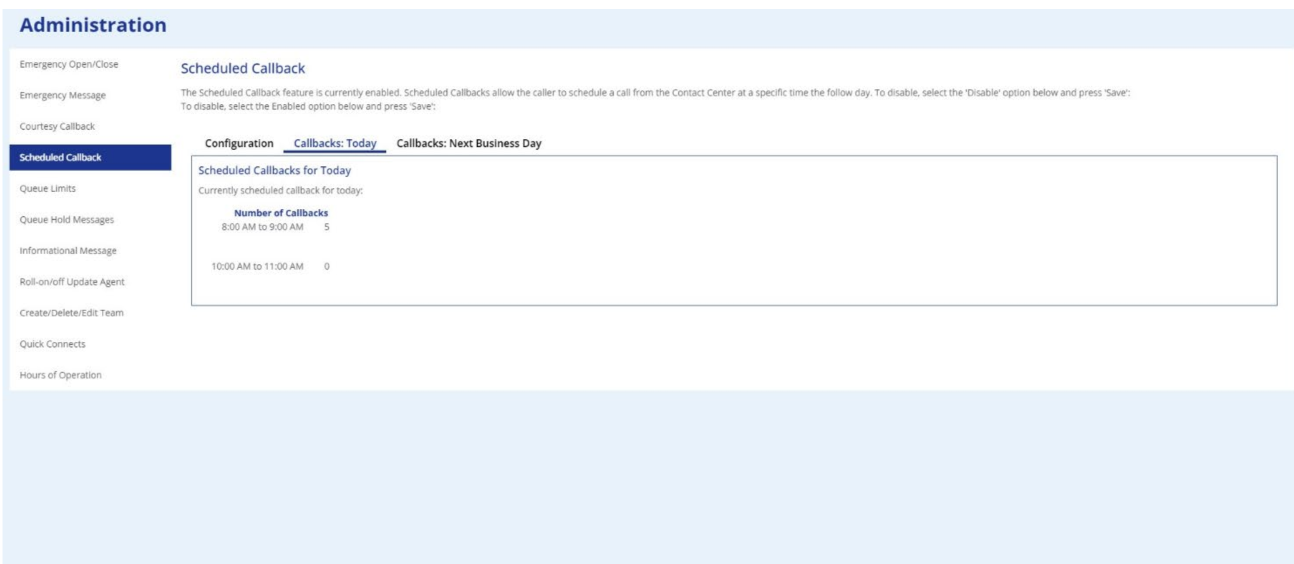

Figure 2.1.2.5 – Scheduled Callback Reporting Today

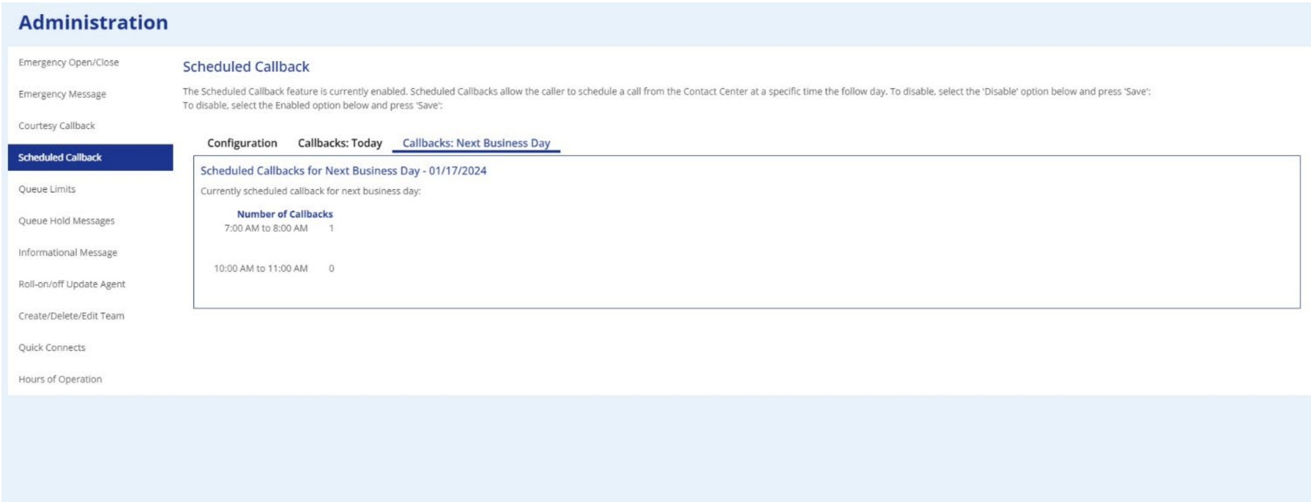

Figure 2.1.2.6 – Scheduled Callback Reporting Next Business Day

2.2.2.1 Description of Change

1. Add a Scheduled Callback feature within the eCCP Administration Page, with three tabs "Configuration", "Callbacks: Today", and "Callbacks: Next Business Day.
    a. The "Configuration" tab allows administrators to disable/enable the feature, and configure time slots.
        i. Add a Disable and Enable radial buttons.
            1. When the feature is disabled, hide the "Configure Time Slots" panel.
            2. When the feature is enabled, display the "Configure Callback Time Slots" panel".
        ii. Add a dynamic panel for "Configure Callback Time Slots".
        iii. Add the buttons "Add New Time Range", "Delete Time Range", "Save", and "Cancel".
        iv. Clicking the Add New Time Range button will add another configurable time slot.
            1. Display an error message if the end user attempts to create a duplicate timeslot.
            2. Timeslots are all 1 hour in length. Selecting the start time will automatically set the end time 1 hour later (e.g., selecting 8:00 AM will automatically set the end time to 9:00 AM).
        v. Clicking the Delete Time Range button displays a check box next to all time slots and changes the Save button to a Delete button.
            1. Timeslots that currently have scheduled call backs scheduled for the following day cannot be deleted.
                a. Gray-out the check back next to any timeslot that currently have calls scheduled for callback.

2. Checking the box will not delete the timeslot until the end user clicks Delete.

vi. Disable the Save button until a configuration change is made.

vii. Clicking the Save button will write all configuration changes to the Scheduled Call Back table.

viii. Clicking the Cancel button will revert all changes to back to their previous settings.

b. The "Callbacks: Today" tab will display the callbacks scheduled for the current calendar day.

i. The data will not be updated in real-time.

c. The "Callbacks: Next Business Day" will display call backs scheduled for the next business day.

i. The number of scheduled callbacks for the next business day will be updated in real-time. New data will only display after refreshing the page.

ii. The title will display the date for the next business day.

2. Create a journal entry for each successful authenticated call back.
    a. Category – All
    b. Type – Narrative
    c. Short Description – Scheduled Callback Answered.
    d. Long Description – A Scheduled Callback request call sent to {Phone Number} was Answered for {Person Name}.
3. Create a journal entry for each unsuccessful authenticated call back.
    a. Category – All
    b. Type – Narrative
    c. Short Description – Scheduled Callback Not Answered.
    d. Long Description – A Scheduled Callback request call sent to {Phone Number} was Not Answered for {Person Name}.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2284	The CONTRACTOR shall configure the Customer Service Center solution to allow a customer to request a scheduled callback if calling outside of the counties configured hours of operation or if the max queue limit has been reached in the queue. This is County configurable through the administration page.	Section 2

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-230740

Update NA Back 9 version 05/2022 and Update NA Back 9 Address Population

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	Priya Sridharan, Akira Moriguchi

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/11/2022	1.0	Initial Draft	Phong Xiong
11/17/2022	2.0	Draft Re-start After SCR was pushed out to 23.05	Phong Xiong
10/17/2023	3.0	Updates as per committee review	Phong Xiong
10/18/2023	4.0	Updates as per LA Comments from committee review	Phong Xiong
10/25/2023	4.1	Updated with San Luis Obispo County in-person address to be populated on NA Back 9	Phong Xiong
11/20/2023	4.2	Content Revision - Added section 2.7 to update LA County office addresses	Phong Xiong
11/29/2023	4.3	Content Revision – Updated section 2.2 and 2.3.	Phong Xiong
12/05/2023	4.4	Design Clarification – Removed "copy and pasted" verbiage from section 2.3.3 and corrected languages for 2.5.	Phong Xiong
12/12/2023	4.5	Design Clarification – Updated section 2.2.2 to remove NA Back 9 for CSF 165 from list of replaced forms.	Phong Xiong
01/18/2024	4.6	Design Clarification – clarified notes and technical notes for section 2.1	Phong Xiong

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1 OVERVIEW

A new version of the NA Back 9 (05/22) has been released by CDSS to be used on all correspondence requiring a NA Back 9. This SCR will update the existing NA Back 9 to match the latest state version and make updates to the population logic of the form.

1.1 Current Design

The system has 04/2013 NA Back 9 for all notices. Not all NA Back 9 versions in the system have a Hearing Address that supports 7 address lines.

NA 1261 was initially implemented with its own NA Back 9 fragment which is NA1261_BACK. With SCR CA-207395 in 20.11, we have updated the form NA 1261 to use updated NA Back 9 (NA_BACK9_FRAG) template to populate the Hearing address and Legal Aid address based on what county the case is managed in.

Currently in the system, we have these different versions of the NA Back 9:

1. CMSP Form NA BACK 9
2. DCFS NA BACK 9
3. GA/GR NA BACK 9
4. MAGI NA BACK 9 for Forms
5. MAGI NA BACK 9 for NOAs
6. NA BACK 9 for NOAs
7. NA BACK 9 for CSF 165
8. Template Repository NA BACK 9

1.2 Requests

1. Update the NA Back 9 with the latest state release NA Back 9 (05/2022).
2. Update the NA Back 9 versions in the system to support the use of a 7-line Hearing address.
3. For LA county, DCFS appeals information has been removed and is now showing DPSS information for NA 1261. Update variable population to pull the correct appeals information.
4. Update the NA Back 9 to populate Hearing Address and Legal Aid Address information.

1.3 Overview of Recommendations

1. Add the latest NA Back 9 (05/22) into CalSAWS to do the following:
    a. Update the Hearing Address space to support 7 lines of information,
    b. Update the variable population logic for the Legal Aid Address and Hearing Address variables
2. Turn off the following NA Back 9s:
    a. NA Back 9 for NOAs
    b. NA Back 9 for CSF 165
    c. Template Repository NA Back 9

3. Update the NA 1261 to populate the correct LA County DCFS appeals address in the NA Back 9.

1.4 Assumptions

1. The generation logic of the NA Back 9 will not be changed with this effort.
2. All the different versions of the NA Back 9 are updated to match the new 05/22 version; except for the GA/GR NA Back 9 and the CMSP Form NA Back 9.
    a. Any form or NOA using the GA/GR NA Back 9 or the CMSP Form NA Back 9 will not be updated with this effort.
3. This effort's implementation will leave a total of 5 different NA Back 9s in the system:
    a. CMSP Form NA Back 9,
    b. DCFS NA Back 9,
    c. GA/GR NA Back 9,
    d. MAGI NA Back 9, and
    e. NA Back 9 (05/22)
4. Any changes to the GA/GR NA Back 9 and CMSP Form NA Back 9 will be done in a separate effort if needed.
5. The Hearing address and Legal Aid address listed on the Correspondence List page will be used for the 57 Migration Counties.
6. The NA Back 9 will be printed directly on the back of the first page of the notice.
7. The NA Back 9 will be populated based on the existing logic for LA County DPSS.
8. SCR CA-269577 will update the NA Back 9 to populate the statewide Welfare Rights offices.

2 RECOMMENDATIONS

2.1 Add the New NA Back 9 (05/22) Recommendation

2.1.1 Overview

The NA Back 9 is used to notify a customer of their hearing rights and the ability to send the form back to request a hearing. This is the latest version to be used.

State Form: NA Back 9 (05/22)

Programs: CalWORKs, CalFresh, CAPI, and MC

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese

Note: The Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian versions will only be available in the Template Repository.

2.1.2 Form Verbiage

<u>Create Form XDP</u>

A new XDP is needed for the new NA Back 9. The NA Back 9 does not have the standard form components, such as: Form Header, Imaging Form Name, Imaging Document Type, Imaging Case/Person, etc.

Form Mockups/Examples: See supporting documents #1

2.1.3 Form Variable Population

The body of the NA Back 9 will have the following variable population logic as shown in the table below:

Variable Name	Population	Formatting	Editable*/ Field Type	Template Repository Population**	Populates with Form Generation***
1. CDSS URL	Populates with the following URL: www.cdss.ca.gov/	Arial Font Size 10	Yes / Text field	Yes	Yes

	inforesources/state-hearings				
2. ACMS Link	Populates with the following URL: acms.dss.ca.gov	Arial Font Size 10	Yes / Text field	Yes	Yes
3. TOLL FREE NUMBER	Populates with the following phone number: (800) 743-8525 ***Technical Note:*** *Saved under TOLL_FREE_PH_NUM in DOC_DATA table.*	Arial Font Size 10	Yes / Text field	Yes	Yes
4. TDD PHONE NUMBER	Populates with the following phone number: (800) 952-8349 ***Technical Note:*** *Saved under PRIMARY_PH_NUM in DOC_DATA table.*	Arial Font Size 10	Yes / Text field	Yes	Yes
5. FAX NUMBER	Populates with the following fax number: (833) 281-0905 ***Technical Note:*** *Saved under FAX_NUM in DOC_DATA table.*	Arial Font Size 10	Yes / Text field	Yes	Yes
6. In Person	Populates with the hearing address associated to the county. For LA County, populate with the	Arial Font Size 10	Yes / Text field	Yes	Yes

	following address from the Correspondence Detail page: Appeals and State Hearings Section 3833 S. Vermont Ave., 4th Floor Los Angeles, CA 90037 ***Technical Note:*** *For LA County, the existing Hearing Addresses are end-dated. This new address is used effective the go-live of this SCR.* For San Luis Obispo, populate with the following address from the Correspondence Detail page: 3433 S. Higuera St San Luis Obispo CA 93401 Note: Should support 7 lines. **This is existing functionality pulled from the current NA Back 9.**				
7. MAIL TO	Populates with the following address: CDSS State Hearings Division, PO Box 944243, MS 21-37	Arial Font Size 10	Yes / Text field	Yes	Yes

	Sacramento CA 94244-2430				
8. EMAIL TO	Populates with the following email address: SHDCSU@DSS. ca.gov	Arial Font Size 10	Yes / Text field	Yes	Yes
9. COUNTY	Populates with the name of the county that generated the notice.	Arial Font Size 10	Yes / Text field	Yes	Yes
10. LEGAL AID	Populates with the legal aid information of the county. **This is existing functionality pulled from the current NA Back 9.**	Arial Font Size 10	Yes / Text Field	Yes	Yes

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

**Note: This represents when the form is generated from the Template Repository in the context of a case.

***Note: This represents when the form is generated through both batch and/or online automation.

Technical Notes:

Variables 3-5 are added to the DOC_DATA table as a single record used for all counties. For OFFICE_TYPE_CODE = 'HR' in DOC_DATA.

Variables 1-5, and 7-8 are text verbiage as provided by CDSS and are implemented as variables.

Variable 6 for Los Angelas and San Luis Obispo Counties are new records added to DOC_DATA.

California Health & Human Services Agency California Department of Social Services

YOUR HEARING RIGHTS

YOUR HEARING RIGHTS (See also PUB 412 at 1)
You can ask for a hearing if you disagree with a county/agency action or failure to act. You have **90 days** to do so, starting the day after the date of the notice. After 90 days, you must prove you had a good reason for asking late. You can also ask for a hearing to review your benefits for the past 90 days. If you ask for a hearing before the date of the change, your benefits will continue unchanged. CalFresh will end if you don't recertify when due.

- **Online** at 2 Click "Create an account" to have an ACMS account and get documents online; or click "Submit Appeal without Account" to file without an account *OR*
- **Call** toll free 3 (or TDD 4) *OR*
- **Fax** fill out this page/fax to 5 *OR*

- Fill out this page, and deliver it by one of the following:
  - **In-person:** 6
  - **Mail to:** 7
  - **Email to:** 8

HEARING REQUEST

1. My hearing issue involves ______ (benefit program) and 9 ______ County/Agency.
2. I want a hearing because: ______
3. Print name of person who needs a hearing: ______ Birthdate: ______
4. Mailing Address: ______ Phone number: ______
   ☐ I want to get hearing notices from the State Hearing Division by email. **Email Address:** ______
5. **Name/Signature:** ______ ______ **Date Signed** ______
6. Interpreter: ☐ I want a **free** interpreter for the ______ language or dialect.
7. Disability Accommodation for hearing? ☐ No ☐ Yes (explain): ______
8. Your Hearing will be scheduled by phone. If you want your hearing conducted by a different method, tell us how:
   ☐ By Telephone ☐ By Video *(you see judge on your phone/computer)* ☐ In person at the county hearing site
   ☐ I have no phone or internet access. I want to go and use the phone or video at hearing site for my hearing.
9. I need a faster scheduled hearing due to ☐ Denial of CalWORKs or CalFresh emergency benefits
   ☐ Medical Emergency ☐ Eviction/homelessness ☐ Other (explain): ______
10. If you timely appeal before the action listed in the notice takes place, your aid may stay the same. For CalWORKs (including Child Care) and CalFresh, if the county action was correct, you have to pay back any extra aid.
    ☐ Check to have your aid lowered or stopped pending the hearing for: ☐ CalWORKs ☐ Childcare ☐ CalFresh
11. You can have a friend, relative, legal counsel or other person help with your hearing. **If they have agreed**:
    NAME: ______ Email: ______
    Address: ______ Phone: ______
12. **To Get Help:** These groups below may be able to give you legal advice or represent you at the hearing:

10

NA Back 9 (5/22) Required Form - No Substitute Permitted

2.1.4 Form Generation Conditions

1. Forms using the following two NA Back 9s will now be using the new NA Back 9 (05/2022):

- NA Back 9 for NOAs (NA_BACK9_FRAGMENT)
- Template Repository NA Back 9 (NA_BACK9_FRAG)

2. **Add Form to the Template Repository**

   The new NA Back 9 (05/22) version will be added to the template repository.

   Required Document Parameters: Case Number, Customer Name, Program, Language

2.2 Replace NA Back 9s

2.2.1 Overview

Some of the existing NA Back 9s will be replaced with the new NA Back 9 in section 2.1.

2.2.2 Description of Change

The following NA Back 9s are replaced with the new NA Back 9 from section 2.1:

- NA Back 9 for NOAs (NA_BACK9_FRAGMENT)
- Template Repository NA Back 9 (NA_BACK9_FRAG)

Technical Note: *These fragments are updated to match the new NA Back 9 instead of being turned off to minimize the code changes.*

2.3 Update the MAGI NA Back 9 Recommendation

2.3.1 Overview

The MAGI NA Back 9 is used to notify a customer of their hearing rights and the ability to send the form back to request a hearing for Medi-Cal cases. This is the latest version to be used.

State Form: NA Back 9 (05/22)

Programs: Medi-Cal

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese

Note: The Hindi, Japanese, Mien, Punjabi, Thai, and Ukrainian versions are added into the system but not yet available on the front end since we do not yet have any MC forms/NOAs that use these languages to validate.

2.3.2 Form Verbiage

Update Form XDP

The XDP (NA_BACK9_MAGI_FRAG) will be updated to match the latest State version.

Form Mockups/Examples: See supporting documents #3

2.3.3 Form Variable Population

The body of the MAGI NA Back 9 will have the following variable population logic as shown in the table below:

Variable Name	Population	Formatting	Editable*/ Field Type	Template Repository Population**	Populates with Form Generation***
1. CDSS URL	Populates with the following URL: www.cdss.ca.gov/inforesources/state-hearings	Arial Font Size 10	Yes / Text field	Yes	Yes

2. ACMS Link	Populates with the following URL: acms.dss.ca.gov	Arial Font Size 10	Yes / Text field	Yes	Yes
3. TOLL FREE NUMBER	Populates with the following phone number: 1-855-795-0634 **This is the existing toll free number on the MAGI NA Back 9 and is hard-coded into the form.**	Arial Font Size 10	Yes / Text field	Yes	Yes
4. TDD PHONE NUMBER	Populates with the following phone number: 1-800-952-8349 **This is the existing TDD number on the MAGI NA Back 9 and is hard-coded into the form.**	Arial Font Size 10	Yes / Text field	Yes	Yes
5. FAX NUMBER	Populates with the following fax number: 1-916-651-2789 **This is the existing fax number on the MAGI NA Back 9 and is hard-coded into the form.**	Arial Font Size 10	Yes / Text field	Yes	Yes
6. IN PERSON	Populates with the following hearing address: California Department of Social Services	Arial Font Size 10	Yes / Text field	Yes	Yes

	State Hearings Division, ACAB 744 P Street, MS 9-17-97 Sacramento, CA 95814 Note: Should Support 7 lines. **This is existing functionality pulled from the current MAGI NA Back 9 ~~and is hard-coded into the form.~~**				
7. MAIL TO	Populates with the following address: CDSS State Hearings Division, PO Box 944243, MS 21-37 Sacramento CA 94244-2430	Arial Font Size 10	Yes / Text field	Yes	Yes
8. EMAIL TO	Populates with the following email address: SHDCSU@DSS. ca.gov	Arial Font Size 10	Yes / Text field	Yes	Yes
9. COUNTY	Populates with the name of the county that generated the notice.	Arial Font Size 10	Yes / Text field	Yes	Yes
10. LEGAL AID	Populates with the legal aid information of the county.	Arial Font Size 10	Yes / Text Field	Yes	Yes

	Note: Should Support 7 lines. **This is existing functionality pulled from the current NA Back 9.**				

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

**Note: This represents when the form is generated from the Template Repository in the context of a case.

***Note: This represents when the form is generated through both batch and/or online automation.

California Health & Human Services Agency California Department of Social Services

YOUR HEARING RIGHTS

YOUR HEARING RIGHTS (See also PUB 412 at 1)
You can ask for a hearing if you disagree with a county/agency action or failure to act. You have **90 days** to do so, starting the day after the date of the notice. After 90 days, you must prove you had a good reason for asking late. You can also ask for a hearing to review your benefits for the past 90 days. If you ask for a hearing before the date of the change, your benefits will continue unchanged. CalFresh will end if you don't recertify when due.

- **Online** at 2 Click "Create an account" to have an ACMS account and get documents online; or click "Submit Appeal without Account" to file without an account *OR*
- **Call** toll free 1-855-795-0634 3 (or TDD 1-800-952-8349 4) *OR*
- **Fax** fill out this page/fax to 1-916-651-2789 5 *OR*
- Fill out this page, and deliver it by one of the following:
  - **In-person:** California Department of Social Services State Hearings Division, ACAB 744 P Street, MS 9-17-97 Sacramento, CA 95814 6
  - **Mail to:** 7
  - **Email to:** 8

HEARING REQUEST

1. My hearing issue involves ______ (benefit program) and 9 ______ County/Agency.
2. I want a hearing because: ______
3. Print name of person who needs a hearing: ______ Birthdate: ______
4. Mailing Address: ______ Phone number: ______
   ☐ I want to get hearing notices from the State Hearing Division by email. **Email Address:** ______
5. **Name/Signature:** ______ **Date Signed** ______
6. Interpreter: ☐ I want a **free** interpreter for the ______ language or dialect.
7. Disability Accommodation for hearing? ☐ No ☐ Yes (explain): ______
8. Your Hearing will be scheduled by phone. If you want your hearing conducted by a different method, tell us how:
   ☐ By Telephone ☐ By Video *(you see judge on your phone/computer)* ☐ In person at the county hearing site
   ☐ I have no phone or internet access. I want to go and use the phone or video at hearing site for my hearing.
9. I need a faster scheduled hearing due to ☐ Denial of CalWORKs or CalFresh emergency benefits
   ☐ Medical Emergency ☐ Eviction/homelessness ☐ Other (explain): ______
10. If you timely appeal before the action listed in the notice takes place, your aid may stay the same. For CalWORKs (including Child Care) and CalFresh, if the county action was correct, you have to pay back any extra aid.
    ☐ Check to have your aid lowered or stopped pending the hearing for: ☐ CalWORKs ☐ Childcare ☐ CalFresh
11. You can have a friend, relative, legal counsel or other person help with your hearing. **If they have agreed**:
    NAME: ______ Email: ______
    Address: ______ Phone: ______
12. **To Get Help:** These groups below may be able to give you legal advice or represent you at the hearing:

10

NA Back 9 (5/22) Required Form - No Substitute Permitted

2.3.4 Form Generation Conditions

There are no changes to this section.

2.4 Update the CSF 165 Form Recommendation

2.4.1 Overview

The CSF 165 is the free format Medi-Cal NOA. It was updated with SCR CA-215037 to have its own NA Back 9. That NA Back 9 created for the CSF 165 is an exact replica of the MAGI NA Back 9.

State Form: NA Back 9 (05/22)

Programs: Medi-Cal

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2.4.2 Form Verbiage

The CSF 165 will be updated to use the MAGI NA Back 9 (see section 2.3).

2.5 Update the DCFS NA Back 9 Recommendation

2.5.1 Overview

The DCFS NA Back 9 is used to notify a customer of their hearing rights and the ability to send the form back to request a hearing for Foster Care, Kin-GAP, or AAP cases. This is the latest version to be used.

State Form: NA Back 9 (05/22)

Programs: Medi-Cal

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese

Note: Forms using this NA Back 9 currently only exist in English and Spanish. The threshold languages are added into the system but not yet available on the front end since we do not yet have any forms/NOAs that use these languages to validate.

2.5.2 Form Verbiage

<u>Update Form XDP</u>

The XDP (NA_BACK9_DCFS_FRAGMENT) will be updated to match the latest State version.

Form Mockups/Examples: See supporting documents #1

2.5.3 Form Variable Population

The body of the DCFS NA Back 9 will follow the variable population logic shown in section 2.1.3.

The Hearing and Legal Aid addresses will continue to follow the existing population logic for the DCFS NA Back 9.

2.5.4 Form Generation Conditions

There are no changes to this section.

2.6 Update the NA 1261 Form Recommendation

2.6.1 Overview

The NA 1261 is used when overpayment is determined valid; regardless of if there is an associated existing recovery account if overpayment is for a different accrual month. As part of SCR CA-207395, the logic for the NA Back 9 populated on the NA 1261 was updated. This recommendation will update the Hearing Address of the NA Back 9 when populated for the NA 1261 to LA County's DCFS appeals address.

State Form: NA 1261 (01/16)

Programs: AAP, Foster Care, and Kin-GAP

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English and Spanish

2.6.2 Form Verbiage

There are no updates to this section.

2.6.3 Form Variable Population

The NA Back 9 that populates for the NA 1261 will populate its Hearing Address as follows:

Children's Services Appeals And State Hearing Section

9320 Telstar Ave., STE 216

El Monte, CA 91731

Technical Note: OFFICE_TYPE_CODE = CHR, COUNTY_CODE = 19

2.6.4 Form Generation Conditions

There are no updates to this section.

2.7 Update LA County Office Addresses Recommendation

2.7.1 Overview

There are several LA County offices listed in the Correspondence Detail page that needs to be updated.

2.7.2 Description of Changes

Update the DOC_DATA table that contains the information for the Correspondence Detail page with the updated LA County offices. Please see supporting document #4 for highlighted values that will be updated.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	NA Back 9 Mockup	NA_Back_9_EN.pdf
2	Spreadsheet	List of forms and NOAs that use the existing standard NA Back 9	CA-230740 NA Back 9 Form and NOA Listing.xlsx
3	Forms	MAGI NA Back 9 Mockup	MAGI_NA_Back_9_EN.pdf
4	Spreadsheet	List of LA offices with address updates	LA County NA Back 9 Addresses.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions;	Updating the NA Back 9 that is sent with correspondence sent from CalSAWS.

	u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-239577

BenefitsCal – Time Clocks

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Justin Dobbs, William Baretsky, Sidhant Garg, Connie Buzbee, Dymas Pena, Sarah Rich, Gingko Luna

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/23/2023	.1	Initial Revision	Gillian Noelle Bendicio
8/1/2023	.2	Incorporating Self-Service Portal Committee Design Walkthrough Feedback	Gillian Noelle Bendicio
8/14/2023	.3	Updated Document to Incorporate Committee Feedback	Gillian Noelle Bendicio
12/20/2023	.4	Content Revision: - Create version 2 of Time Limits API. - Remove 24-month WTW clock and 48-month CW clock references in the Time Limits API and add logic to case number list sort order - Extend the CW time clock to 60 months	Gillian Noelle Bendicio
01/17/2024	.5	Correcting Case Details API references to Case Inquiry API	Gillian Noelle Bendicio

Table of Contents

1 OVERVIEW

This System Change Request (SCR) documents the enhancement to create the services needed to send a customer's CalWORKs (CW) time clock information to the Self-Service Portal and allow the customer to request a correction or an exemption/extension for their CW time clocks.

1.1 Current Design

Currently, the Self-Service Portal displays the customer's case information and allows them to submit support requests, forms, documents, etc. to help manage their case. The portal makes a real-time call to CalSAWS to retrieve the latest case information and sends request to update it. The customer's CW time clock is not part of the case information sent to the Self-Service Portal. CalSAWS Time Limit pages has been updated to implement ACL 20-113 to extend the CW time limit to 60 months and ACL 20-120 to remove the 24 month time clock.

1.2 Requests

The Self-Service portal has the following requirements that need to be met:

1. The system shall allow customers to view their CW time clock and request modifications to their CW time clock.
2. The system shall allow customers to submit requests for time-limit extensions.

CalSAWS will need to be updated to meet the above Self-Service portal requirements.

1.3 Overview of Recommendations

To meet the Self-Service portal CW Time Clock requirements, CalSAWS has the following recommendations:

1. Update the Time Limits API to add endpoints that retrieve the following from CalSAWS:
    a. A list of the time clock months for a person
    b. The detailed information for a specific time clock month
2. Update the Time Limits API endpoints to extend the CW Time Clock to 60 months.
3. Update the Time Limits API endpoints to remove the 24-month time clock.
4. Update the Time Limits API byPersId endpoint to sort the returned list of CalSAWS case based on the most recent case.
5. Update the Support Request API to accept a CalWORKs Time Limit Request and assign the generated task to the appropriate worker using a new automated action.
6. Update the Case Inquiry API to include the primary applicant indicator, begin date of the current program status, and renaming of the account holder person ID field in the API response.

1.4 Assumptions

1. The worker will be notified of the CalWORKs Time Limit Request submitted by the Self-Service Portal customer through a task.
2. The Task Management functionality will not change with this effort.
3. The Time Limits API is an existing service implemented for multiple interface partners. The Self-Service Portal will only display the CalWORKs Time Limits information to the customer.
4. The existing APIs noted in this design will continue to send the existing response codes unless called out in this design document.
5. The Time Limits API retains its original functionality in version 1. The changes to support the Self-Service Portal Time Limits functionality will utilize version 2 as updated by this SCR.

2 RECOMMENDATIONS

2.1 Time Limits API

2.1.1 Overview

The Time Limits API is a RESTful API that retrieves the time limit information such as the months used for the 60 month time clocks associated to a case number or a person. The API will be updated to add new end points that will retrieve additional detailed information regarding the time clocks.

2.1.2 Description of Change

1. Create a version 2 of the Time Limits API as per the API documentation with the following details:
   a. Create a new timeLimitMonthList GET endpoint to retrieve the time limit month list for a given person. The request accepts the following information:

TimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
timeLimitId	number	Unique identifier for the time limit record	Y
persId	String (2 Char. Min, 3 Char. Max)	A unique identifier for the CalSAWS person record	Y
cwTimeClock	Boolean	Returns true for CW time clock	Y
tanfTimeClock	Boolean	Returns true for TANF time clock	Y
month	string	Month of the Time Clock, 01: January, 02: February, 03: March, 04: April, 05: May, 06:	N

TimeLimitMonthList - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December	
year	String	Year of the Time Clock	N
countyCode	String	The county code where the applicable requested data resides. Two-digit county code from CT 15. ex: '09'	N
orderBy	String	Sort order: asc - Ascending, from A to Z desc - Descending, from Z to A Available values : asc, desc	N
offset	Integer	The number of items to skip before starting to collect the result set.	N
limit	Integer	The numbers of items to return.	N

b. The timeLimitMonthList endpoint will send the following response codes:
   i. 200 – Successful Operation
      1. The request successfully retrieves the following information:

TimeLimitMonthList - Response			
CALSAWS FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
timeLimitMonthList.month	string	Month of the Time Clock, 01: January, 02: February, 03: March, 04: April, 05: May, 06: June, 07: July, 08: August, 09: September, 10: October, 11: November, 12: December	N/A
timeLimitMonthList.year	String	Year of the Time Clock	N/A
timeLimitMonthList.cwClockStatus	String	CalWORKs Clock Status Can be: Exempt, Count, Not Count Returns when the cwTimeClock is true	N/A
timeLimitMonthList.tanfClockStatus	String	TANF Clock Status Can be: Exempt, Count, Not Count Returns when the	N/A

TimeLimitMonthList - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
		tanfTimeClock is true	
timeLimitMonthList.county	String (2 Char. Min, 3 Char. Max)	County where aid is issued	N/A
timeLimitDetail.pgmCode	String (2 Char. Min, 3 Char. Max)	Program code for the time clock	N/A
timeLimitDetail.pgm	String	The short decode associated with a given program. Short decode value from CT 18	N/A

ii. 204 - No Content. Returned if the search input is valid but didn't yield any results.

iii. 400 – Bad Request

1. This is returned when a mandatory field is not passed in the request or the field passed does not match the type specified.

iv. 401 - Authorization information is missing or invalid.

v. 403 - Forbidden. Access to the data is not authorized.

vi. 404 - Not found.

vii. 500 - Internal server error

viii. 503 - Service Unavailable

c. Update the byCaseNum endpoint for version 2 with the following:

i. Remove the following fields in the response:

1. wtwUsedMonths
2. wtwRemainingMonths

ii. Update the logic that calculates the following fields to use 60 months instead of 48 months:

1. calworksUsedMonths

        2. calworksRemainingMonths

d. Update the byPersId endpoint for version 2 with the following:
   i. Remove the following fields in the response:
      1. wtwUsedMonths
      2. wtwRemainingMonths
   ii. Update the logic that calculates the following fields to use 60 months instead of 48 months:
      1. calworksUsedMonths
      2. calworksRemainingMonths
   iii. Update the list of cases associated to the person record returned to be sorted based on the latest Cash Aid program status' begin date in which the person is not marked 'Permanently Out of Home' as their household status. The cash aid programs are as follows:
      1. CalWORKs
      2. Homeless-Temp
      3. Homeless-Perm
      4. Welfare to Work
      5. Immediate Need
      6. Refugee Cash Assistance

   Note: If the case does not have a cash aid program, return the case after all cases using the established program hierarchy in the code detail table for category 18.

2.1.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.1.4 Execution Frequency

N/A

2.1.5 Key Scheduling Dependencies

N/A

2.1.6 Counties Impacted

CalSAWS counties

2.1.7 Category

N/A

2.1.8 Data Volume/Performance

Over 9,000,000 time limit records exist in CalSAWS today

2.1.9 Interface Partner

BenefitsCal (for this SCR only)

2.1.10 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.2 Support Request API – new CalWORKs Time Limit Request

2.2.1 Overview

The Support Request API is a RESTful API that will be used to send a customer's Self-Service Portal request for additional services and/or support to CalSAWS. In addition, the API will trigger an automated action.

2.2.2 Description of Change

1. Update the Support Request API to accept a CalWORKs Time Limit Request type of request. This new support request type will trigger the new CalWORKs Time Limit Request Automated Action as documented in Section 2.4.

2.2.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.2.4 Execution Frequency

N/A

2.2.5 Key Scheduling Dependencies

N/A

2.2.6 Counties Impacted

CalSAWS Counties

2.2.7 Category

N/A

2.3 Case Inquiry API Updates

2.3.1 Overview

The Case Inquiry API is a RESTful API that retrieves the CalSAWS information of the account holder. The account holder must be a primary applicant of a program in a case to access their CalSAWS information through the Self-Service Portal.

2.3.2 Description of Change

1. Update the Case Inquiry API to rename the field for the person Id of the account holder to 'accountHolderPersId'. Please refer to Supporting Documents for more details.
2. Update the Case Inquiry API to add the new following fields in the response:

Case Inquiry- Response (new fields)			
CALSAWS FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
primaryInd	boolean	Returns true if the person is a primary applicant of the program	Y
programStatBeginDate	String with format date	Begin Date of the Current Program Status	Y

2.3.3 Partner Integration Testing

Self-Service Portal – End to End testing required.

2.3.4 Execution Frequency

N/A

2.3.5 Key Scheduling Dependencies

N/A

2.3.6 Counties Impacted

CalSAWS Counties

2.3.7 Category

N/A

2.4 Support Request API – CalWORKs Time Limit Request Automated Actions

2.4.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation on the Automated Action Detail page (Reference CA-214928 – DDID 34 for the specifics of the Automated Action pages).

This section outlines the modifications required to implement the CalWORKs Time Limit Request Automated Actions in the CalSAWS System.

2.4.2 Automated Action Detail

Automated Action Detail

Edit Close

Action Information

Name:
Self Service Portal: CalWORKs Time Limit Request Received

Type:
Create Task

Status: *
Active

Program(s):
CW, HT, HP, WT, IN, RC

Run Date:
Real Time

Source:
Online

Scenario:
A CalWORKs Time Limit Request has been received through the Self Service Portal.

Task Information

Task Type: *
CalWORKs Time Limit Request

Due Date:
After Number of Business Days

Number of Business Days: *
5

Initial Assignment:
Default Assignment

Default Assignment:
CalWORKs Time Limit Request Distribution

Sibling Assignment:
No

Long Description:
A CalWORKs Time Limit Request has been received through the Self Service Portal {param from BC}.

Edit Close

Figure 2.4.2-1 Automated Action Detail

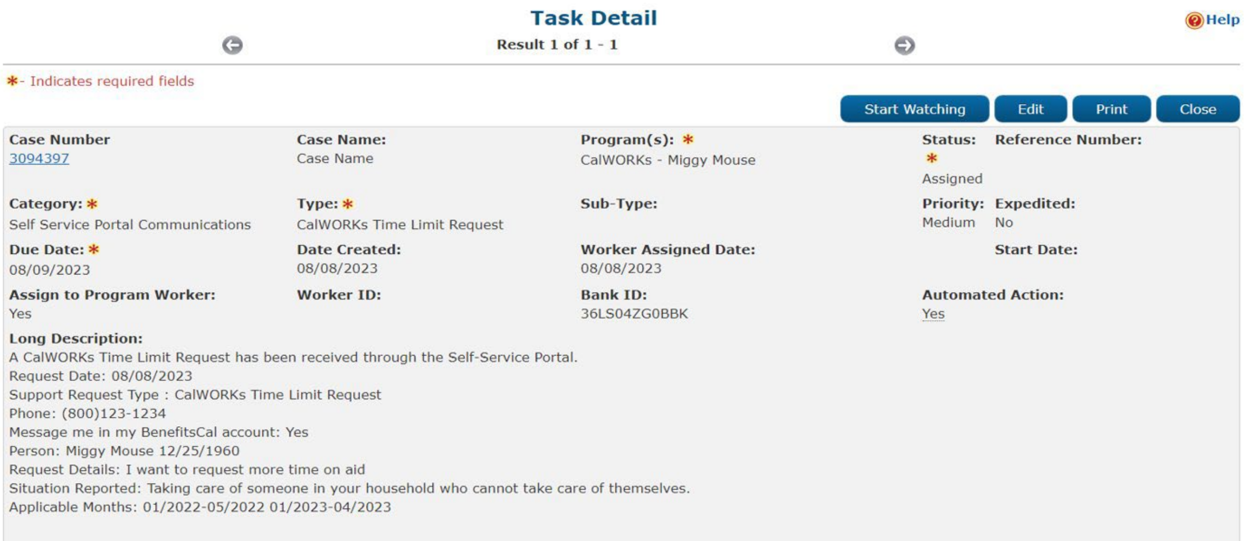


Figure 2.4.2-2 Example Task Generated for a Time Limit Extension Request

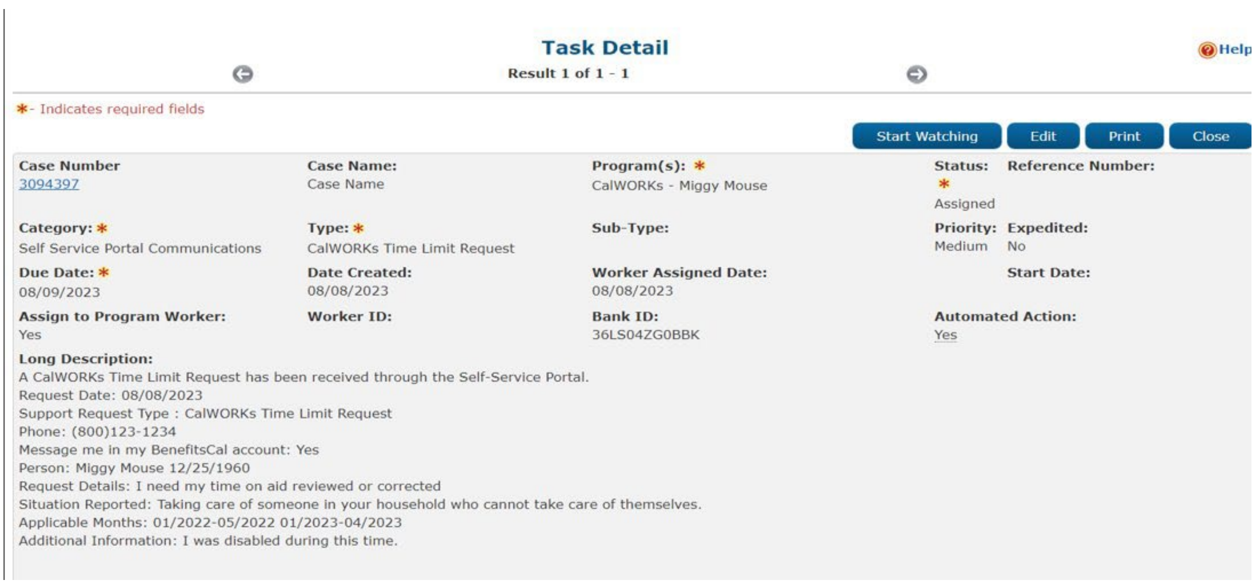


Figure 2.4.2-3 Example Task Generated for a Time Limit Correction Request

2.4.3 Description of Changes

Implement the Self Service Portal CalWORKs Time Limit Request Automated Action in the CalSAWS System:

1. The "Status" attribute on the Automated Action Detail page will not be editable for the Automated Action and will default to “Active”. All

other configurable fields will be editable if a county opts to adjust options such as Task Type, Assignment and Due Date.

The Task Type defined below for the Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

The Long Description attribute for each of the below Automated Actions includes "{param from BC]" which will be replaced with a formatted text description of the Support Request to be included in the resulting Task Long Description attribute.

2. Action Information
    a. Name: Self Service Portal: CalWORKs Time Limit Request Received
    b. Type: Create Task
    c. Status: Active
    d. Program(s): CW, HT, HP, WT, IN, RC
    e. Run Date: Real Time
    f. Source: Online
    g. Scenario: A CalWORKs Time Limit Request has been received through the Self Service Portal.
3. Task Information
        i. Task Type: CalWORKs Time Limit Request
        ii. Task Sub-Type: BLANK
        iii. Due Date: Default Due Date
        iv. Default Due Date: 5 business days
        v. Initial Assignment: Default Assignment
        vi. Default Assignment: CalWORKs Time Limit Request Distribution
        vii. Long Description: A CalWORKs Time Limit Request has been received through the Self Service Portal {param from BC}.
    b. Create the following Task Type for each County:
        i. Name: CalWORKs Time Limit Request
        ii. Category: Self Service Portal Communications
        iii. Priority: Medium
        iv. Available Online: No
        v. Available for Automation: Yes
        vi. Instructions: BLANK
        vii. Expire Tasks: No
        viii. Newly Assigned Indicator: Tasks display indicator for 5 day(s)

Note: The Task Type defined above for the Automated Action will be initially set as the default Task Type. Each county may customize to a different county specific Task Type if necessary.

4. The "CalWORKs Time Limit Request Distribution" default assignment processing will determine an assignment for the Task. The resulting task will be associated to the highest priority program on the case that includes the person based on the following hierarchy:
   i. CalWORKs
   ii. Homeless-Temp
   iii. Homeless-Perm
   iv. Welfare to Work
   v. Immediate Need
   vi. Refugee Cash Assistance
   a. If the Case has one of the below programs with a currently assigned Worker, assign the Task to this worker. The hierarchy is as follows:
      i. CalWORKs
      ii. Homeless-Temp
      iii. Homeless-Perm
      iv. Welfare to Work
      v. Immediate Need
      vi. Refugee Cash Assistance
   b. If the current worker for the programs above is not found, if the Case has any of the above programs with a worker assigned within the last 90 calendar days, assign the Task to this worker. The hierarchy is as follows:
      i. CalWORKs
      ii. Homeless-Temp
      iii. Homeless-Perm
      iv. Welfare to Work
      v. Immediate Need
      vi. Refugee Cash Assistance
   c. If the county has configured a Task Bank that can receive the Category of the Task Type that is associated to the Automated Action (and the Task Bank is associated to the Office of the most recently assigned worker to the programs mentioned above), assign the Task to this Task Bank. The hierarchy is as follows:
      i. CalWORKs
      ii. Homeless-Temp
      iii. Homeless-Perm
      iv. Welfare to Work

v. Immediate Need
vi. Refugee Cash Assistance

d. If all the above conditions are unable to determine a worker or Task Bank, a Task is not created.

2.4.4 Page Validation

N/A

Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin

  Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

  The Task Navigation will display if the user profile contains the "AutomatedActionsListView" security right.

2.4.5 Security Updates

N/A.

2.4.6 Page Mapping

N/A.

2.4.7 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.5 Automated Regression Test

2.5.1 Overview

Create new automated regression test scripts to verify the functionality of the new endpoints in each of the impacted API services: Time Limits API, Support Request API (x2), Case Inquiry API.

Technical Note: Different test client accounts will be used to test the API endpoints within the Portal Service and those contained in other API Services (ex., Time Limits API in the Fiscal Service), to align with current and historical regression test execution. No new access will be established from an automated regression testing perspective.

2.5.2 Description of Change

1. Create new regression scripts to verify the status code and content of the response from the Time Limits API GET /timeLimitMonthList endpoint to each of the following request types:
    a. Valid request matching existing data, with only required values provided
    b. Valid request matching existing data, with all required and optional values provided
    c. Valid request matching no existing records
    d. Invalid request missing a required value
    e. Invalid request containing an invalid value
    f. Forbidden request where the county code in the request does not match the scope value from the authentication request
2. Create new regression scripts to verify the initial state of the CalWORKs Time Limit Request Automated Action as displayed on the Automated Action Detail page.
3. Create new regression scripts to verify the status code and content of the response from the existing Support Request API endpoint to a valid request with type''CalWORKs Time Limit Request'. Verify that the associated Automated Action is triggered if enabled for the county in context.
4. Update all existing regression scripts that send requests to the Case Inquiry API to do the following:
    a. Reference the person ID collection as 'accountHolderPersId' instead of 'personIds'
    b. If the content of the 'programPersonDetails' collection is being verified: Verify the 'primaryInd' value for each such record
    c. If the content of the 'programsList' collection is being verified: Verify the 'programStatBeginDate' value for each such record

    Technical Note: If at the time of implementation no scripts already exist that verify the existence and/or content of the 'personIds' collection, or the content of the 'programPersonDetails' and/or ‘programsList’ collections, new regression scripts shall be created to verify these details.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interfaces	Time Limits YAML	timeLimitsv2.yaml
2	Interfaces	Time Limits HTML	timeLimitsv2.html
3	Interfaces	Case Inquiry YAML	CaseInquiry.yaml
4	Interfaces	Case Inquiry HTML	CaseInquiry.html
5	Interfaces	Support Requests YAML	SupportRequestAPI.yaml
6	Interfaces	Support Requests HTML	SupportRequestAPI.html

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

California Statewide Automated Welfare System

Design Document

CA-242020

Update LA County IVR Forms for AWS Connect

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/11/2022	1.0	Initial Draft	Phong Xiong
06/16/2022	1.1	Design Clarification – Added a file to the technical note in section 2.2.4.	Phong Xiong
10/18/2023	2.0	Content Revision – Repurposed SCR to only update the verbiage of the PA 6049. All other requests and recommendations are now obsolete.	Phong Xiong
11/07/2023	3.0	Updates as per LA County confirmation on Content Revision	Phong Xiong

Table of Contents

1 OVERVIEW

This effort is a Client Correspondence accompaniment to the Contact Center SCR CA-240156 to transition LA County to the new IVR solution, AWS Connect. ~~With the transition for LA County to the new IVR solution, their current IVR forms, the PA 6049 and PA 6050 forms will become obsolete. This SCR will remove the existing LA County forms and enable the CSF 139 and CSF 140 forms for LA County.~~

1.1 Current Design

Currently, LA County's IVR solution uses the PA 6049 and PA 6050 forms. The PA 6049 is sent to the participant when their Customer ID card is available and they can access their case through the IVR system. It includes the ID card, information about the new card and instructions on using the Self Service System for the participant. The PA 6050 is the mailer containing the customer's PIN in order to use the IVR system.

The PA 6049 is sent only once for every case number. It generates at intake when the primary applicant is added or when there is a new person added as an administrative role on an existing case.

The PA 6050 is generated via a batch job when a new IVR PIN is created from LA County and sent to the customer 2 days after the PA 6049 is generated.

The Migration counties are currently using the new IVR solution and using forms CSF 139 and CSF 140.

The CSF 139 is the Consent to Receive Automated Messages About Your Case form. It can only be generated from the template repository and only available to Migration counties.

The CSF 140 is the New Phone Access IVR PIN Letter. It can be generated from the template repository or when the IVR system inserts an entry in the transaction table (SYS_TRANSACT) when a new PIN is created for the customer from a migration county. The CSF 140 does not generate for any reset PIN scenarios.

1.2 Requests

~~LA county will be moving to AWS Connect making the old Customer ID and PIN forms obsolete. The system should no longer generate the PA 6049 or PA 6050 and instead generate the CSF 139 and CSF 140.~~

Update the PA 6049 instructions verbiage to direct the customers to follow the call prompts instead of entering their customer ID information.

1.3 Overview of Recommendations

1. ~~DCR to turn off the following forms:~~
   a. ~~PA 6049 (DOC_TEPML_ID = 5052)~~
   b. ~~PA 6050 (DOC_TEMPL_ID = 5042)~~
2. ~~Turn off form automation for PA 6049~~
3. ~~Turn off form automation for PA 6050~~
4. ~~Enable CSF 139 for all counties~~
5. ~~Enable CSF 140 for all counties~~
1. Update the verbiage of the PA 6049 to instruct customers to follow the call prompts.

1.4 Assumptions

1. ~~This SCR will be done at the same time as CA-240156 to ensure that the correct information is sent before and after the contact center change.~~
2. ~~There are no changes to the verbiage of both the CSF 139 and CSF 140.~~
3. ~~There are no other updates to the CSF 140 generation logic unless specified in section 2.5.4. Once LA County transitions to AWS Connect, the CSF 140 generation logic will pick up the transaction records for LA County to trigger the form.~~
4. Existing LA customers that already have a PIN are not affected by this change. They will continue to use the same phone number to call in order to use the IVR system and their PINs are not changed, nor do they require a new PIN.
5. SCR CA-243096 will add the threshold languages for the CSF 139 and CSF 140.
6. The GEN 1365 will be added into the envelop at Central Print for threshold languages that we do not have for the PA 6049.
7. SCR CA-270370 is the Phase 2 SCR for this effort.

2 RECOMMENDATIONS

~~2.1 DCR to turn off PA 6049 and PA 6050~~

~~2.1.1 Overview~~

~~The PA 6049 and PA 6050 are now obsolete. This effort will remove the two forms from the database.~~

~~2.1.2 Description of Change~~

1. ~~Run a DCR to turn off the PA 6049 form.~~
    a. ~~DOC_TEMPL_ID = 5052~~
2. ~~Run a DCR to turn off the PA 6050 form.~~
    a. ~~DOC_TEMPL_ID = 5042~~

2.2 Updates to PA 6049 Form

2.2.1 Overview

The generation conditions for this form will be turned off since the form is no longer in use.

State Form: N/A (This is a LA County-only form)

Current Programs: CalWORKs, CalFresh, Medi-Cal, RCA, General Relief, CAPI

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: LA County

Existing Languages: English, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese

2.2.2 PA 6049 Form Verbiage

Form XDP Updates

Updated Languages: English, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese

The verbiage in the form will be updated as follows:

Location	Old Verbiage	New Verbiage

Page 2, Step 1 of Instructions	1. Enter your Customer Identification (ID) number located on the front of this card.	1. Follow the prompts of the call.

2.2.3 PA 6049 Form Variable Population

There are no updates in this section.

2.2.4 PA 6049 Form Generation Conditions

1. ~~**Turn Off Threshold Language Forms**~~

   ~~Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese~~

2. ~~**Updates to Form Generation**~~

   ~~Remove all form generation pertaining to the PA 6049 form.~~

   ~~***Technical Note:***~~

   ~~*The files containing logic for the PA 6049 are the following:*~~

   - ~~*AdminstrativeRoleManagerImpl.java*~~
   - ~~*FORM_GENERATE_PKG.sql*~~
   - ~~*AttributeConstants.java*~~
   - ~~*ParamQuerysForCorrespondence.xml*~~
   - ~~*InitialAssignmentController.java*~~
   - ~~*FormTemplateSearch.jsp*~~
   - ~~*DocumentAccessList.jsp*~~
   - ~~*SelectDocument.jsp*~~
   - ~~*CaseContactManagerImpl.java*~~

~~2.3 Updates to PA 6050 Form~~

~~2.3.1 Overview~~

~~The generation conditions for this form will be turned off since the form is no longer in use.~~

~~**State Form:** N/A (This is a LA County-only form)~~

~~**Current Programs:** CalWORKs, CalFresh, Medi-Cal, RCA, General Relief, CAPI~~

~~**Current Attached Form(s):** None~~

~~**Current Forms Category:** Forms~~

~~**Current Template Repository Visibility:** LA County~~

~~**Existing Languages:** English, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese~~

~~2.3.2 PA 6050 Form Verbiage~~

~~There are no updates in this section.~~

~~2.3.3 PA 6050 Form Variable Population~~

~~There are no updates in this section.~~

~~2.3.4 PA 6050 Form Generation Conditions~~

1. ~~**Turn Off Threshold Language Forms**~~

   ~~Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese~~

2. ~~**Updates to Form Generation**~~

   ~~Remove all form generation pertaining to the PA 6050 form.~~

   ~~***Technical Note:***~~

   ~~*The files containing logic for the PA 6050 are the following:*~~

   - ~~*FORM_GENERATE_PKG.sql*~~
   - ~~*GeneratedDocumentSearch.jsp*~~
   - ~~*GeneratedDocumentShowDetail.jsp*~~
   - ~~*AttributeConstants.java*~~
   - ~~*ParamQuerysForCorrespondence.xml*~~
   - ~~*FormTemplateSearch.jsp*~~
   - ~~*DocumentAccessList.jsp*~~
   - ~~*SelectDocument.jsp*~~

2.4 Updates to CSF 139 Form

2.4.1 Overview

The CSF 139 is currently used only by the Migration counties. This effort will make the form available to all counties. It is only generated via Template Repository.

State Form: N/A (This is a Migration counties-only form)

Current Programs: CalWORKs, CalFresh, Medi-Cal, RCA, General Relief, CAPI

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: Migration Counties

Existing Languages: English and Spanish

2.4.2 CSF 139 Form Verbiage

There are no updates with this section.

2.4.3 CSF 139 Form Variable Population

There are no updates this section.

2.4.4 CSF 139 Form Generation Conditions

1. **Update Form to Template Repository**

   Update Template Repository Visibility to All Counties.

   TEMPL_COUNTY_CATGRY_CODE = ALL

2.5 Updates to CSF 140 Form

2.5.1 Overview

The CSF 140 is currently used only by the Migration counties. This effort will make the form available to all counties.

State Form: N/A (This is a Migration counties-only form)

Current Programs: CalWORKs, CalFresh, Medi-Cal, RCA, General Relief, CAPI

Current Attached Form(s): None

Current Forms Category: Forms

Current Template Repository Visibility: Migration Counties

Existing Languages: English and Spanish

2.5.2 CSF 140 Form Verbiage

There are no updates with this section.

2.5.3 CSF 140 Form Variable Population

There are no updates this section.

2.5.4 CSF 140 Form Generation Conditions

1. **Update Form to Template Repository**

   Update Template Repository Visibility to All Counties.

   TEMPL_COUNTY_CATGRY_CODE = ALL

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
~~1~~	~~Forms~~	~~CSF 139 Mockup~~	~~CSF139_EN.pdf~~
~~2~~	~~Forms~~	~~CSF 140 Mockup~~	~~CSF140_EN.pdf~~
1	Forms	PA 6049 Mockup	PA6049_EN.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11 CAR-1247	The CalSAWS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	Generate the CSF 139 and CSF 140 for all counties.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-263213

Update the Referral Portal (CalSAWS Admin Portal) to allow user to update referral status.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Michael Wu, Naga Chinduluru, Aaron Fowler, William Baretsky, Himanshu Jain, Chitra Barsagade, Raji Reddy, Sumeet Patel

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/01/2022	1.0	Initial	Kusnadi.E
7/02/2023	1.1	Updates made after further review: 1. Updated Figure 2.7.12 from Section 2.2.2 to change the field name from Referral status to Referral Status to match information from CA-263212. 2. Updated Section 2.3.10 to N/A 3. Updated Figure 2.4.2 and Figure 2.4.3 from Section 2.4.2 since the Case# information will not be included as part of the URL Parameters (Case# will be displayed on the Case Number column only). 4. Project Requirement is added to Section 2.4	Kusnadi.E
8/01/2023	1.1	Added Section 2.6	Baretsky.W
10/06/2023	2.1	Content Revision 1: • Create a new Role in ForgeRock that will only user the ability to Search and View Referral information only. a. This request is added to Section 2.2.5 and added a new section (it'll be Section 2.3). • Added Requirement #7 on Section 1.3. • Added to Section 2.2.3 the following: a. Added the requirement that the new role being	Kusnadi.E

		created will grant them access to the Referral Portal (will not get the unauthorized messaged at the welcome screen and access to the dashboard and summary page) but they won't be able to access the Edit mode for the Summary page. b. Notes were added to Section 2.2.3 in order to make it clear that the Portal will only display the latest information at the time the Search call is being made to CalSAWS DB. If referral information is changed any time after the Search call was made, the portal will not display that information automatically. User will need to make another Search call to pull the latest information.	
11/16/2023	3.1	Content Revision 2: • Updated Section 2.2.3 o #3.c.ii.2 is being removed since the audit report will not capture when a user clicks on the 'Cancel' button. o Added a note to provide more information on what will be captured on the Audit Report for the Referral portal functionality.	Kusnadi.E

		• Updated Section 2.5.2 Figure 2.4.2 and Figure 2.4.3 to reflect the change to match on what the audit report will be capturing for the referral functionality.	
12/07/2023	3.2	Design Clarification (highlighted in green): • Updated both mockup from Section 2.5.2 so that the excel tab display as "Admin Portal User Audit Report" instead of "Admin Portal User Audit Re" • Updated Section 2.5.3 #3 so that the excel tab will be changed updated to "Admin Portal User Audit Report" instead of "Admin Portal User Audit Re".	Kusnadi.E

Table of Contents

1 OVERVIEW

As part of CA-263212 the CalSAWS Administrator Portal was updated to include the functionality of the Referral Portal. This allow external agencies/providers to view referral information that was created in CalSAWS. As part of this SCR, the Referral Portal Summary page will be updated to allow users the ability to update the Referral Status and Status reason for the referral.

1.1 Current Design

As part of CA-263212 the CalSAWS Administrator Portal was updated to include the functionality of the Referral Portal. This allow external agencies/providers to view referral information that was created in CalSAWS.

1.2 Requests

Updated the Referral Portal Summary page to include the ability for user to update the Referral Status and the Status Reason for a referral.

1.3 Overview of Recommendations

1. Update the Referral Portal Summary to include the ability to Edit the information that will allow the user to update the Referral Status and status Reason.
2. Create a brand new ReferralStatus API
3. Update the Online User Action Audit Report page to change the option of Report Type from Child Care Portal to CalSAWS Admin Portal.
4. Update the CalSAWS User Audit Report to rename the reference of Child Care Portal to Admin Portal.
5. The CalSAWS User Audit Report will include Audit for the Referral Portal
6. Create a new Staff Record in CalSAWS that will be used when the Referral Status and Status Reason are updated through the CalSAWS Administrator Portal.
7. Create a new Role in ForgeRock application that will allow the user assign to this role to search and view the Referral information.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out in the design.
2. CA-263214 is the SCR that will update the existing URL for the Child Care Portal (to be rebranded as the CalSAWS Administrator portal) to match with the rebrand.

2 RECOMMENDATIONS

2.1 Online User Action Audit Report

2.1.1 Overview

The Online User Action Audit Report page allows users to generate the Audit report for either the CalSAWS application or the CalSAWS Administrator Portal (previously the Child Care Portal) for a specific user. This SCR will relabel the Report Type for the Child Care Portal to CalSAWS Admin Portal.

2.1.2 Online User Action Audit Report Mockup

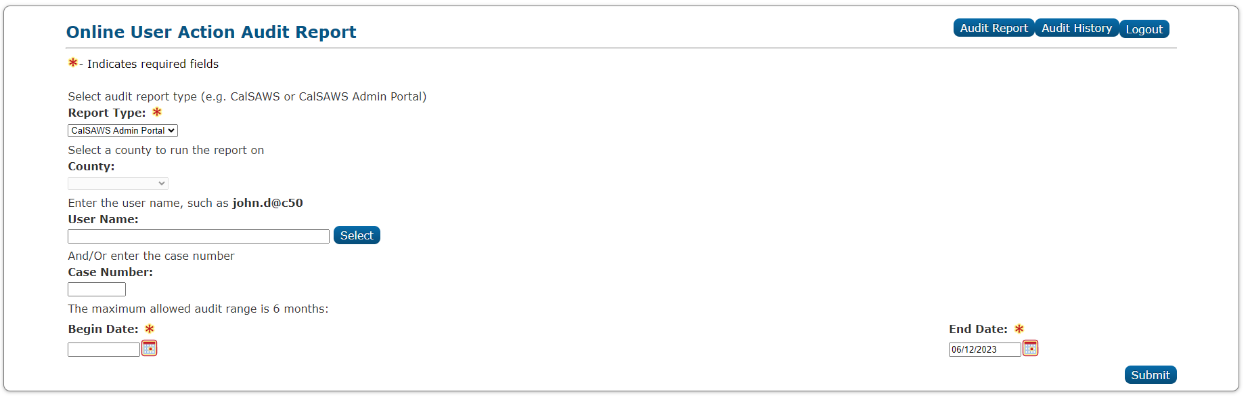


Figure 2.6.1 – Online User Action Audit Report

2.1.3 Description of Changes

1. Update the message "Select audit report type (e.g. CalSAWS or Child Care Portal)" to "Select audit report type (e.g. CalSAWS or CalSAWS Admin Portal)".
2. Rename the Report Type of "Child Care Portal" to be "CalSAWS Admin Portal".
   Note: This section is to only update the name of the Report Type of Child Care Portal to CalSAWS Admin Portal. There is no change what field are required, security changes. Changes to the Audit API will be covered under Section 2.10 and changes to the Audit Report for the CalSAWS Admin Portal will be covered under Section 2.11.

2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Audit**

2.1.5 Security Updates

N/A – No change in Security.

2.1.6 Page Mapping

Update Page Mapping for the new fields being added.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 CalSAWS Administrator Portal

2.2.1 Overview

The CalSAWS Administrator Portal allow users with the proper Security Role access to view referral information. This SCR will update the Referral Portal Summary page to allow users to update the Referral Status and the Status Reason through the portal.

2.2.2 CalSAWS Administrator Portal Mockup

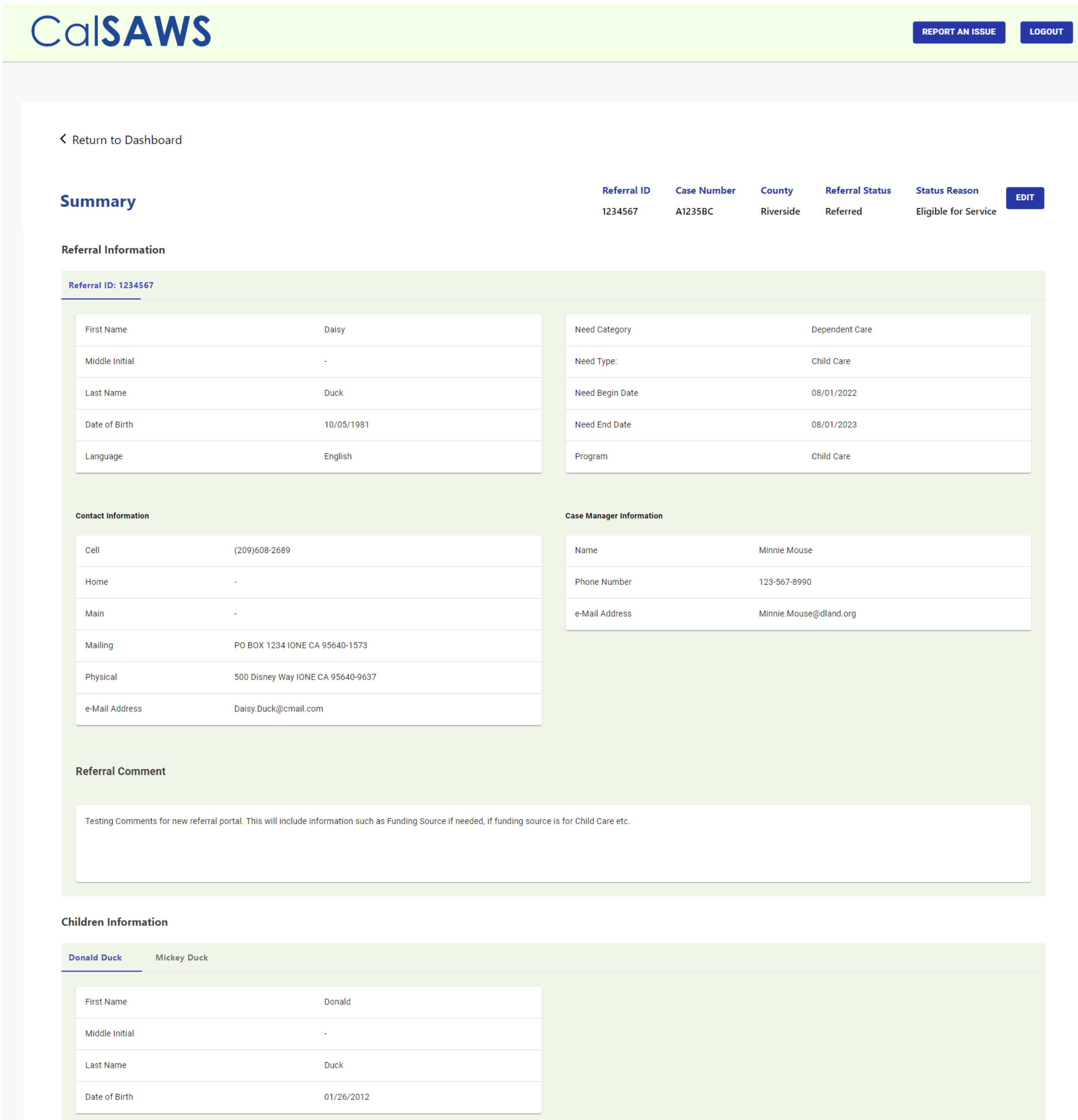


Figure 2.2.1 – Referral Portal Summary – Summary Section upon loading/view mode

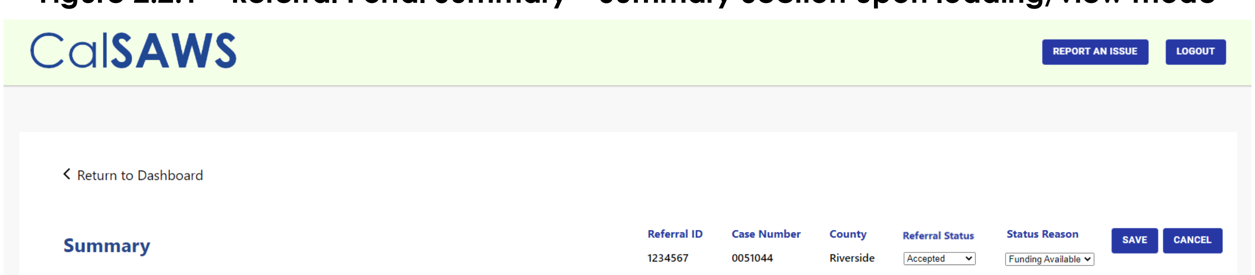


Figure 2.7.12 – Referral Portal Summary – Summary Section "Edit" mode

2.2.3 Description of Changes

1. Display the unauthorized user message for users that have an 'Active' status in ForgeRock but is not assigned to at least one of the following security roles in ForgeRock: 'Child Care Portal User', 'Referral Portal User' or 'Referral Portal User View Only' role.
2. Update the Welcome Homepage to display the "ACCESS THE REFERRAL PORTAL" button for users that are assigned to the 'Referral Portal User View Only' Security Role (this is a role that is assigned directly through the ForgeRock application).
    a. Users with the 'Referral Portal User View Only' Security Role will have the ability to access and search the Referral Portal Dashboard and access the Referral Portal Summary page.

    Note: Users will need to be assigned to at least one of the following security roles in ForgeRock in order to access the Referral Portal ('Referral Portal User' or 'Referral Portal User View Only'). Both roles will allow them access to the Dashboard page, search for a referral and access to the referral summary page.

3. Update the Referral Portal Summary page, to include an Edit mode.
    a. The Referral Portal Summary page will initially load in View mode.
    b. Add an 'Edit' button as displayed on Figure 2.2.1.
        i. 'Edit' button will only display for users that are provisioned with the 'Referral Portal User' Security Role.
            1. 'Edit' button will not display for users that are only provisioned with the 'Referral Portal User View Only' Security Role.
            2. 'Edit' button will display for users that are provisioned with both the 'Referral Portal User' and the 'Referral Portal User View Only' Security Role.
        ii. The 'Edit' button will display upon loading of the Summary page (for users that are assigned to the 'Referral Portal User' Security Role and when the page is in View mode.
        iii. Clicking the 'Edit' button will refresh the page and will take the Summary Page into an Edit mode.
        iv. The 'Edit' button will be replaced by a 'Save' button when the Summary page is in Edit mode.
            1. Clicking the Save button will Save the selected information from the 'Referral Status' and 'Status Reason' field to the CalSAWS database and the Summary page will display in View mode.

Note: The page will display the value that was selected to be saved once it goes back to view mode after clicking the Save button. If the status (the Referral Status and/or Status Reason) was updated or changed by a different user at the same time (through the portal or through CalSAWS) the page will not reflect that information when it goes back to the page in View mode.

2. Save the information when users click on the Save button and the value selected from the Referral Status field and Status Reason field for retrieval by the CalSAWS audit applications.

v. The Referral Status field will be a drop-down when the page is in Edit mode. The status that is pre-selected when the page initially load in Edit mode will be the latest status that was selected prior to the summary page going to the Edit mode. The option on the drop-down field will be:
   1. Referred
   2. Accepted
   3. Not Accepted.

vi. The Status Reason field will be a drop-down when the page is in Edit mode. The status that is pre-selected when the page initially load in Edit mode will be the latest status that was selected prior to the summary page going to the Edit mode. The option on the drop-down field will be based on the value selected on the Referral Status field.
   1. When the Referral Status is Referred, the Status Reason will have the following options:
      a. Eligible for Service
   2. When the Referral Status is Accepted, the Status Reason will have the following options:
      a. Funding Available
      b. Resource Available
   3. When the Referral Status is Not Accepted, the Status Reason will have the following options:
      a. Funding Not Available
      b. No Resource Available

c. Add a 'Cancel' button.
   i. The 'Cancel' button will display upon loading of the Summary page in Edit mode.
   ii. Clicking the 'Cancel' button will take the user back to Summary page in View mode and the information being displayed will reflect the same information prior to the Summary page being accessed in Edit mode.

1. Any updates/selection made during Edit mode will not be saved to the CalSAWS Database.
2. ~~Save the information when users click on the Cancel button for retrieval by the CalSAWS audit applications. (Please refer to the Audit Report mapping supporting document for details.)~~

Note: The latest status (for the Referral Status and/or the Status Reason) will be the status that was pulled from the CalSAWS database at the time that the user initiates the search. If the status was updated or change after the user initiate the search, the portal will not display that information automatically. The portal will only pull information from CalSAWS database when a search functionality is performed.

4. Update Referral portal Dashboard Search page to save the search parameter information for retrieval by the CalSAWS audit applications. Please reference the Auditreportmapping on the Supporting document section for details.
5. Update the Referral Portal Summary page to save the new value that is selected on the Referral Status and Status Reason field when user clicks on the Save button for retrieval by the CalSAWS audit application. Please reference the Auditreportmapping on the Supporting document section for details.

Note: The Auditreport for the Referral Portal will be capturing data when a user is searching for a referral (will include the search parameter) and when a user clicks on the 'Save' button as this will update the status of the Referral (will include what status it's being updated to).

2.2.4 Page Location

- **CalSAWS Administrator Portal → Referral Portal.**

2.2.5 Security Updates – ForgeRock

1. Security Role

Security Role	Role Description
Referral Portal User View Only	Access to the CalSAWS Admin Portal – Referral, to search and view referral information only.

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 ForgeRock Application – New Security Role

2.3.1 Overview

The Delegated Administration feature within the ForgeRock application grants delegated administrators the abilities to create users, modify users (roles and details), disable users, assign users to groups, and grant other users' administrative privileges. A delegated administrator is a user who is granted admin-level privileges to carry out these functions. As part of this SCR, a brand-new Security Role will be created within ForgeRock application that will allow the delegated administrator to assign users to the new security role that will grant them access to the CalSAWS Administrator Portal and access to the Referral portal pages (but to search and view information only).

2.3.2 Description of Changes

1. Create a brand-new user role for the CalSAWS Administrator portal for the Referral Portal.
   a. New Role Name: "Referral Portal User View Only"
   b. New Role Description: "Access to the CalSAWS Admin Portal – Referral, to search and view referral information only."

2.3.3 Page Location

ForgeRock Application.

2.4 ReferralStatus API

2.4.1 Overview

The ReferralStatus API is a RESTful webservice that will save the Referral Status and the Status Reason to the CalSAWS Database.

2.4.2 Description of Change

1. Create a new RESTful Referral API webservice for the CalSAWS Administrator Portal in the PUT method based on the following

parameters when a user update and Save the Referral Status and Status Reason for a referral on theCalSAWS Administrator Portal through the Referral portal section.

a. Referral ID – System generated identifier for a Referral record.
b. Referral Status – The Status of the Referral.
c. Status Reason – The Status Reason for the Referral.
d. Action Date – The effective date of the Referral Status and Status Reason update for an existing Referral record.
e. Update By – The Staff ID for the CalSAWS Administrator Portal.
    i. This will be the Staff ID that will be created brand new in CalSAWS under Section 2.5.

2.4.3 Partner Integration Testing

No

2.4.4 Execution Frequency

Real-Time web service

2.4.5 Key Scheduling Dependencies

N/A

2.4.6 Counties Impacted

CalSAWS

2.4.7 Category

N/A

2.4.8 Data Volume/Performance

N/A

2.4.9 Interface Partner

N/A

2.4.10 Failure Procedure/Operational Instructions

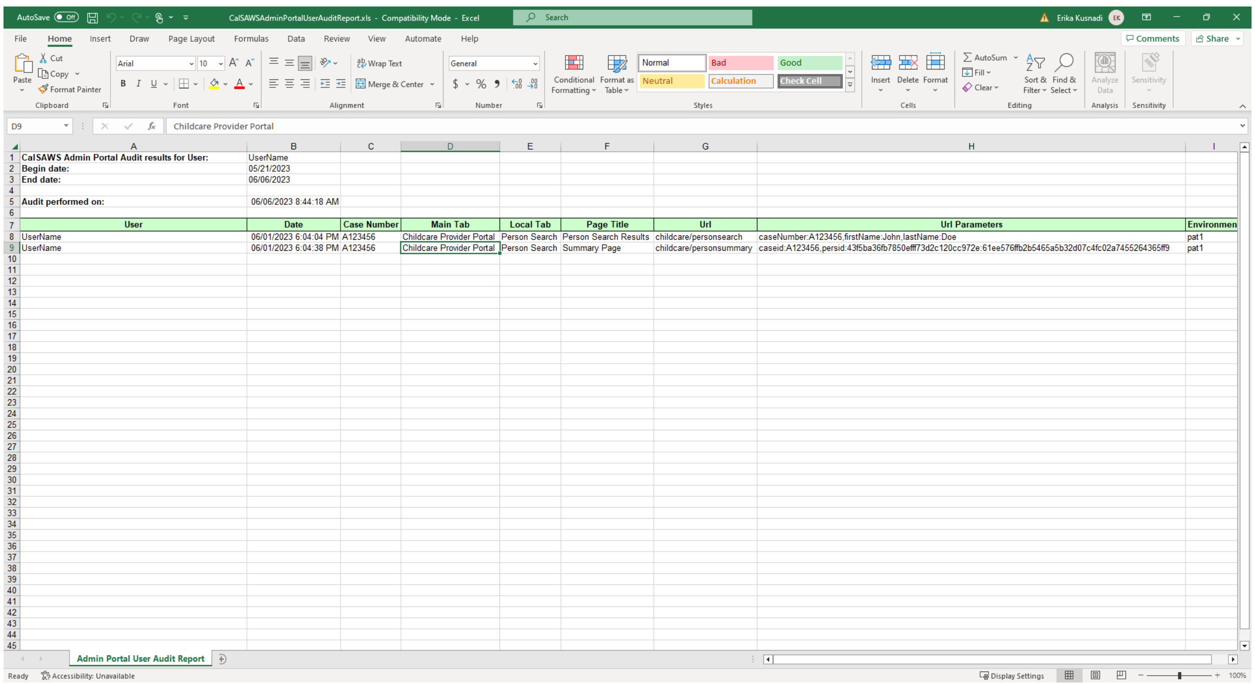
N/A

2.5 CalSAWS User Audit Report

2.5.1 Overview

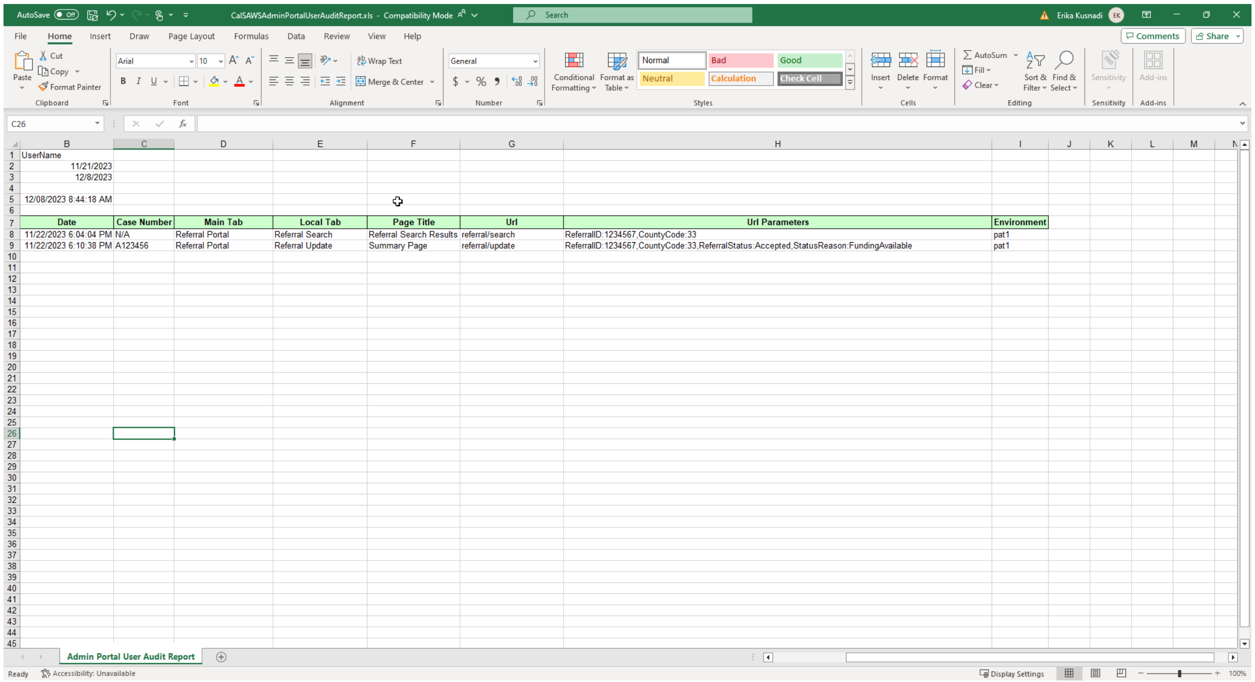
The CalSAWS User Audit Report will provide an audit report for a specific users that will show activity record of what the user is doing within the CalSAWS Administrator Portal. This report will capture activity being done for both the Child Care Portal and the Referral Portal.

2.5.2 CalSAWS User Audit Report Mockup



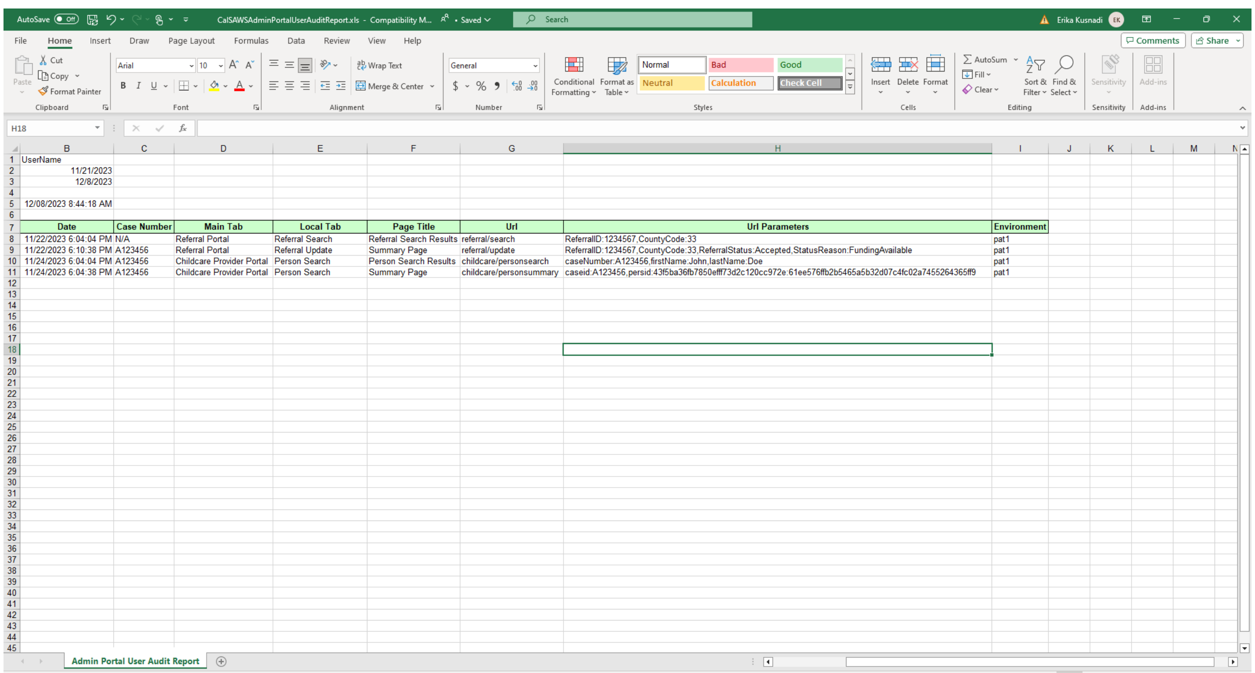
CalSAWS Admin Portal Audit results for User:	UserName							
Begin date:	05/21/2023							
End date:	06/06/2023							
Audit performed on:	06/06/2023 8:44:18 AM							
User	**Date**	**Case Number**	**Main Tab**	**Local Tab**	**Page Title**	**Url**	**Url Parameters**	**Environmen**
UserName	06/01/2023 6:04:04 PM	A123456	Childcare Provider Portal	Person Search	Person Search Results	childcare/personsearch	caseNumber:A123456,firstName:John,lastName:Doe	pat1
UserName	06/01/2023 6:04:38 PM	A123456	Childcare Provider Portal	Person Search	Summary Page	childcare/personsummary	caseid:A123456,persid:43f5ba36fb7850efff73d2c120cc972e:61ee576ffb2b5465a5b32d07c4fc02a7455264365ff9	pat1

Figure 2.4.1 – Report when user only have access to the Child Care Portal. (Data point have not change for Audit on the Child Care Portal).



UserName						
11/21/2023						
12/8/2023						
12/08/2023 8:44:18 AM						
Date	**Case Number**	**Main Tab**	**Local Tab**	**Page Title**	**Url**	**Url Parameters**	**Environment**
11/22/2023 6:04:04 PM	N/A	Referral Portal	Referral Search	Referral Search Results	referral/search	ReferralID:1234567,CountyCode:33	pat1
11/22/2023 6:10:38 PM	A123456	Referral Portal	Referral Update	Summary Page	referral/update	ReferralID:1234567,CountyCode:33,ReferralStatus:Accepted,StatusReason:FundingAvailable	pat1

Figure 2.4.2 – Report when user only have access to the Referral Portal



UserName							
11/21/2023							
12/8/2023							
12/08/2023 8:44:18 AM							
Date	**Case Number**	**Main Tab**	**Local Tab**	**Page Title**	**Url**	**Url Parameters**	**Environment**
11/22/2023 6:04:04 PM	N/A	Referral Portal	Referral Search	Referral Search Results	referral/search	ReferralID:1234567,CountyCode:33	pat1
11/22/2023 6:10:38 PM	A123456	Referral Portal	Referral Update	Summary Page	referral/update	ReferralID:1234567,CountyCode:33,ReferralStatus:Accepted,StatusReason:FundingAvailable	pat1
11/24/2023 6:04:04 PM	A123456	Childcare Provider Portal	Person Search	Person Search Results	childcare/personsearch	caseNumber:A123456,firstName:John,lastName:Doe	pat1
11/24/2023 6:04:38 PM	A123456	Childcare Provider Portal	Person Search	Summary Page	childcare/personsummary	caseid:A123456,persid:43f5ba36fb7850efff73d2c120cc972e:61ee576ffb2b5465a5b32d07c4fc02a7455264365ff9	pat1

Figure 2.4.3 – Report when user only have access to both the Child Care Portal and Referral Portal (Data point have not change for Audit on the Child Care Portal).

2.5.3 Description of Change

1. Update the file name of the report when it is generated from "childCareUserAuditReport" to "CalSAWSAdminPortalUserAuditReport".

2. Update the title of the report on the excel file from "Child Care Portal Audit results for User:" to "CalSAWS Admin Portal Audit results for User:".
3. Update the name of the tab from "Child Care Portal User Audit Re" to "Admin Portal User Audit Report".

2.5.4 Report Location

- **Global: Admin Tools**
- **Local: Admin**
- **Task: Audit**

2.5.5 Counties Impacted

All Counties

2.5.6 Security Updates

N/A

2.5.7 Report Usage/Performance

N/A

2.6 Create a new Staff profile

2.6.1 Overview

This SCR will create a new Staff record in CalSAWS that will be used as the Staff/person that made updates to the Referral Status/Status Reason of a Referral through the CalSAWS Administrator portal.

2.6.2 Description of Change

1. Create a new Staff record in CalSAWS.
    a. First Name: Referral
    b. Last Name: Portal

2.6.3 Estimated Number of Records Impacted/Performance

1

2.7 Automated Regression Test

2.7.1 Overview

Create automated regression test scripts to verify that the status of a referral can be updated through the Referral Portal Summary page of the CalSAWS Administrator Portal.

2.7.2 Description of Change

Create regression scripts to verify the following on the Referral Portal Summary page of the CalSAWS Administrator Portal:

1. The 'Edit' button is available in view mode.
2. Clicking the 'Edit' button changes from view mode to edit mode.
3. The 'Save' button is available in edit mode.
4. The 'Referral Status' and 'Status Reason' fields are editable in edit mode.
5. Clicking the 'Save' button changes from edit mode to view mode.
6. If changes to the 'Referral Status' and 'Status Reason' values are changed and saved, the new values display on the Referral Detail page of the CalSAWS application.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Audit Report	This will include information on the mapping for the audit report based on the action being done on the referral porta.	Auditreportmapping.xls
2	Interface	This attachment will contain mapping information	Data Dictionary for CA-263213.xlsx
3	Interface	ReferralStatus-API YAML	ReferralStatus-API.yaml
4	Interface	ReferralStatus-API HTML	ReferralStatus-API.html

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.15.11	The LRS shall generate the appropriate referrals at the time of case approval, based on information entered and programs requested.	The CalSAWS administrator portal will be updated to allow external provider/agency to update the referral status directly from the portal. Lastly, the portal will also be updated so that audit report will start capturing information for the referral portal flow.

California Statewide Automated Welfare System

Design Document

CA-264306

Update FNS 209 and Other Collections Report

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Esequiel Herrera-Ortiz
	Reviewed By	Ravneet Bhatia, Gokul Suresh

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/24/2023	1.0	Initial Revision	Esequiel Herrera-Ortiz

Table of Contents

1 OVERVIEW

The new CalFresh OverIssuance (OI) compromise policy (SB490 ACL 21-118) now includes elderly and/or disabled members, not only those receiving SSI, and applies to both Admin Error (AE) and Inadvertent Household Error (IHE) claims. Automation of the new OI compromise policy will be applied based on the household composition at the time of discovery, regardless of whether the household included an elderly and/or disabled member for any month in which the OI occurred. The new CalFresh OverIssuance (OI) compromise policy will also apply to responsible parties who become elderly or disabled and request a compromise of the balance owing on their existing claims.

With **CA-228466 ACL 21-118 Senate Bill 490/CalFresh OI Compromise Policy for Households with Elderly/Disabled Members** and **CA-264343 Create new Transaction Types for ACL 21-118** the system is being updated to include new compromise transaction types. This SCR will update the FNS 209 to capture the new recovery account transaction types.

1.1 Current Design

The FNS 209 does not currently incorporate the changes from ACL 21-118.

1.2 Requests

Update the FNS 209 to incorporate the changes for ACL 21-118.

1.3 Overview of Recommendations

1. Update Line 8 to report Recovery Accounts that have a status of Closed with a reason of 'E/D 100% Compromised'.
2. Update Line 10 to report transactions of type 'E/D 100% Compromised' and 'ED 50% Compromised'.

1.4 Assumptions

1. Line 10. The E/D Compromised policy will not apply to Intentional Program Violation (IPV) claim.
2. The E/D Compromised automation will not apply to IHE claim with a cause of CalFresh - Potential IPV.
3. A Recovery Account that is in Closed status due to E/D Compromised (100%) that has a $0 balance will automatically be reported on Line 8 – Closed with no updates needed to the report logic.
4. Counties will use the current Compromise (CO) transaction type exclusively to end collections due to the Lomeli (expired time), but not apply a Compromise (CO) transaction for an Elder or Disabled compromise

2 RECOMMENDATIONS

2.1 FNS 209

2.1.1 Overview

The FNS 209 is a quarterly report which tracks the status of claims against households for the CalFresh program.

2.1.2 FNS 209 Screenshot

		FORM APPROVED OMB NO. 0584-0069
U.S. DEPARTMENT OF AGRICULTURE		Expiration Date 08/2012
FOOD AND NUTRITION SERVICE	**1a. State Name**	**2a. Quarter Covered**
STATUS OF CLAIMS	Alpine	Third
AGAINST HOUSEHOLDS	**1b. State Code**	**2b. Fiscal Year**
	2	2023

Claims Summary	**Intentional Program Violation**		**Inadvertent Household Error**		**State Agency Administrative Error**	
	Number	**Amount**	**Number**	**Amount**	**Number**	**Amount**
3a. Beginning Balance	0	$ -	0	$ -	0	$ -
b. Balance Adjustments (+) or (-)	0	$ -	0	$ -	0	$ -
4. Newly Established	0	$ -	0	$ -	0	$ -
5. Transfer (+) or (-) (See Instructions)	0	$ -	0	$ -	0	$ -
6. Refunds (20a+20b)		$ -		$ -		$ -
7. Total (3a+3b+4+5+6)	0	$ -	0	$ -	0	$ -
8. Closed	0		0		0	
9. Terminated	0	$ -	0	$ -	0	$ -
10. Compromised		$ -		$ -		$ -
11a. Collection (18a)		$ -		$ -		$ -
b. Collection Adj. (18b+18c)		$ -		$ -		$ -
12. Total (See Instructions)	0	$ -	0	$ -	0	$ -
13. Ending Balance (7 Less 12)	0	$ -	0	$ -	2	$ -

Collection Summary						
14. Cash, Check, M.O.		$ -		$ -		$ -
15. Food Stamps		$ -		$ -		$ -
16. Recoupment		$ -		$ -		$ -
17. Offset		$ -		$ -		$ -
18a. Total (14+15+16+17)		$ -		$ -		$ -
b. Cash Adj. (+) or (-)		$ -		$ -		$ -
c. Non-Cash Adj. (+) or (-)		$ -		$ -		$ -
19. Transfers (+) or (-) (See Instructions)		$ -		$ -		$ -
20a. Cash Refunds		$ -		$ -		$ -
b. Non-Cash Refunds		$ -		$ -		$ -
21. Total (18a+18b+18c+19-20a-20b)		$ -		$ -		$ -
22. Retention Amount (See Instructions)						
23. Net Cash Collection (14+18b-20a)						
24. Total SA Retention (22a+22b)				29. Remarks (Attach separate sheet, if necessary)		
25. Local Adj. (+) or (-) (23-24)						
26. Reimbursements Due FNS (See Inst.)						
27. Billing Adjustments (See Instructions)						
28. Total Letter Of Credit Adjustments (25+26-27)						

I certify that the above information is true and correct to the best of my knowledge.

30. Date	**31. Title**	**32. Signature**

FORM FNS-209 (12-08) Electronic Form Version Designed in Adobe 8.1 Version

No further monies or other benefits may be paid out under this program unless this report is completed and filed as required by regulation (7 C.F.R. 273). **SBU**

Note: This SCR will not update the existing template.

2.1.3 Description of Change

1. Update the totals listed below in the 'FNS209' sheet to capture the new 'Compromised (50%)' and 'Compromised (100%)' transaction types.

   Technical Note: This change is made to both the LA county version of the report and the version used by all other counties.

Line Item	Definition

Line 10. Compromised – Inadvertent Household Error - Amount	The sum of all transaction amounts made in the report quarter that meet the following criteria:
	• Recovery Account Transaction Type Code (CT-412):
	  o CO – Compromised
	  o **[TBD] – Compromised (100%)**
	  o **[TBD] – Compromised (50%)**
	OR
	The Related Transaction has a Transaction Type Code (CT-412):
	  o CO – Compromised
	  o **[TBD] – Compromised (100%)**
	  o **[TBD] – Compromised (50%)**
	Note: The related transaction condition captures Back Outs.
	• The later date of the Transaction's Posted Date or Effective Date is in the report month.
	• Recovery Account Cause as of the last day of the report quarter is IHE (CT-118):
	  o AR – CalFresh - IHE (Customer Caused)
	  o AS - CalFresh - Potential IPV
	Technical Note: It is not possible to have an E/D Compromised Recovery Account with a cause code of CalFresh – Potential IPV.

Line 10. Compromised – State Agency Administrative Error - Amount	The sum of all transaction amounts made in the report quarter that meet the following criteria:
	• Recovery Account Transaction Type Code (CT-412):
	  o CO – Compromised
	  o **[TBD] – Compromised (100%)**
	  o **[TBD] – Compromised (50%)**

Line Item	Definition
	OR The Related Transaction has a Transaction Type Code (CT-412): o CO – Compromised o **[TBD] – Compromised (100%)** o **[TBD] – Compromised (50%)** Note: The related transaction condition captures Back Outs. • The later date of the Transaction's Posted Date or Effective Date is in the report month. • Recovery Account Cause as of the last day of the report quarter is IHE (CT-118): o AP – CalFresh - Admin Caused (prior to 3/2000) o AQ - CalFresh - Admin Caused (after 3/2000)

2. Update the 'Line – 10 Compromised' detail sheet to capture the new 'Compromised (100%)' and 'Compromised (50%)' transaction types that are posted in the report quarter. The sheet captures any transaction that meets the following criteria:

    1. Recovery Account Transaction Type Code (CT-412):
        - CO – Compromised
        - [TBD] – Compromised (100%)
        - [TBD] – Compromised (50%)

        OR

        The Related Transaction has a Transaction Type Code (CT-412):
        - CO – Compromised
        - **[TBD] – Compromised (100%)**
        - **[TBD] – Compromised (50%)**

        Note: The related transaction condition captures Back Outs.

    2. The later date of the Transaction's Posted Date or Effective Date is in the report month.

    The Transaction Type column will automatically display the new values.

An automated E/D compromise policy will be applied when the over issuance is discovered.

Example 1: The E/D compromise policy is applied to an IHE claim with a cause of 'CalFresh - IHE (Customer Caused)' when it is discovered on

03/15/2023. A transaction type of ‘Compromised (100%) is applied and the recovery account is set to closed and has a $0 balance.

Lines Reported on the 01/2023 FNS 209 Report:

Line 4: Newly Established – IHE - Count
Line 4: Newly Established – IHE – Amount
Line 7. Total Count – IHE – Count
Line 7. Total Count – IHE - Amount
Line 8. Closed – IHE – Count
Line 10. Compromised – IHE – Amount
Line 12. Total – IHE - Count
Line 12. Total – IHE - Amount

Example 2: The E/D compromise policy is applied to an SAE claim with a cause of ‘Stat - IHE (Customer Caused)’ when it is discovered on 03/15/2023. A transaction type of ‘Compromised (50%) is applied and the recovery account remains open with a $400 remaining balance as of the last day of the report quarter.

Lines Reported on the 01/2023 FNS 209 Report:

Line 4: Newly Established – IHE - Count
Line 4: Newly Established – IHE – Amount
Line 7. Total Count – IHE – Count
Line 7. Total Count – IHE - Amount
Line 10: Compromised – IHE – Amount
Line 12. Total – IHE - Count
Line 12. Total – IHE - Amount
Line 13. Ending Balance – IHE – Count
Line 13. Ending Balance – IHE – Amount

2.1.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: State**

2.1.5 Counties Impacted

All counties are impacted by the changes outlined in this section.

2.1.6 Security Updates

1. No updates are being made to the report’s existing security.

2.1.7 Report Usage/Performance

The changes outlined in this section should not impact the report's performance in any notable way.

2.2 Collections Receipt Monthly Report

2.2.1 Overview

The Collections Receipt Monthly Report provides all the receipt collections for the county ordered during the report month by Aid Code with Cause Code totals.

County workers use this report to reconcile the over-the-counter collections included in the report with their cash drawer. This report excludes transactions which are not over the county cash transactions. The report will be updated to exclude the new 'Compromised (50%)' and 'Compromised (100%)' transaction types.

2.2.2 Collections Receipt Monthly Report Screenshot

CalSAWS	Collections Receipt Monthly Report	
San Bernardino		
Run Date: JUL-04-23 01:57 AM		
Date: 06/2023		
		Details
Grand Totals		
Totals:	22	$0.00
Transaction Type	Number of Transactions	Transaction Amount
Cash	1	$0.00
Check	1	$0.00
Claims Against Other Benefits/Settlements	1	$0.00
Credit Card/Debit Card	1	$0.00
Earned Interest	1	$0.00
EBT - CalFresh	1	$0.00
EBT - Cash	1	$0.00
Equitable Estoppel	1	$0.00
Expungement	1	$0.00
External Refund	1	$0.00
F/C SSA	1	$0.00
F/C SSI	1	$0.00
Money Order	1	$0.00
Past Month Back Outs	1	$0.00
Refund Reversal	1	$0.00
TI - FTB (cash)	1	$0.00
TI - FTB (CF)	1	$0.00
TI - IRS (17.5% County)	1	$0.00
TI - IRS (17.5% State)	1	$0.00
TI - IRS (65%)	1	$0.00
TOP Initiated Reversal	1	$0.00
Transfer	1	$0.00

Note: The report's template will not be updated as part of this SCR.

2.2.3 Description of Change

1. Update the report to exclude the new 'Compromised (50%)' and 'Compromised (100%)' transaction types entirely. The report excludes the following transaction types:

Code (CT-412)	Description
BR	Benefit Reduction
CO	Compromised
[TBD]	**Compromised (100%)**
[TBD]	**Compromised (50%)**
CC	Courtesy Collection
II	ICT In from another County
IO	ICT Out to new County
JD	Judgement
LA	Lost Adjustment
OF	Offset
OA	Other Agency Collection
OD	Other Agency Collection - DPSS
PR	Payment Reduction
PL	Prior Collection
RW	Returned Warrant
TE	Terminated
TG	Transfer to General Fund
VO	Void
WO	Written Off

2.2.4 Report Location

- **Global: Reports**
- **Local: Scheduled**

- **Task: Fiscal**

2.2.5 Counties Impacted

All counties are impacted by the changes outlined in this section.

2.2.6 Security Updates

1. No updates are being made to the report's existing security.

2.2.7 Report Usage/Performance

The changes outlined in this section should not impact the report's performance in any notable way.

2.3 Collections Receipt Daily Report

2.3.1 Overview

The Collections Receipt Daily Report provides a list of all the receipted collections for the county ordered, during the reporting day by Aid Code with Cause Code totals.

County workers use this report to reconcile the over-the-counter collections included in the report with their cash drawer. This report excludes transactions which are not over the county cash transactions. The report will be updated to exclude the new 'Compromised (50%)' and 'Compromised (100%)' transaction types.

2.3.2 Collections Receipt Daily Report Screenshot

CalSAWS	Collections Receipt Daily Report	
San Bernardino		
Run Date: JUL-04-23 01:57 AM		
Date: 06/01/2023		
		Details
Grand Totals		
Totals:	**22**	**$0.00**
Transaction Type	**Number of Transactions**	**Transaction Amount**
Cash	1	$0.00
Check	1	$0.00
Claims Against Other Benefits/Settlements	1	$0.00
Credit Card/Debit Card	1	$0.00
Earned Interest	1	$0.00
EBT - CalFresh	1	$0.00
EBT - Cash	1	$0.00
Equitable Estoppel	1	$0.00
Expungement	1	$0.00
External Refund	1	$0.00
F/C SSA	1	$0.00
F/C SSI	1	$0.00
Money Order	1	$0.00
Past Month Back Outs	1	$0.00
Refund Reversal	1	$0.00
TI - FTB (cash)	1	$0.00
TI - FTB (CF)	1	$0.00
TI - IRS (17.5% County)	1	$0.00
TI - IRS (17.5% State)	1	$0.00
TI - IRS (65%)	1	$0.00
TOP Initiated Reversal	1	$0.00
Transfer	1	$0.00

Note: The report's template will not be updated as part of this SCR.

2.3.3 Description of Change

1. Update the report to exclude the new 'Compromised (50%)' and 'Compromised (100%)' transaction types entirely. The report excludes the following transaction types:

Code (CT-412)	Description
BR	Benefit Reduction
CO	Compromised
[TBD]	**Compromised (100%)**
[TBD]	**Compromised (50%)**
CC	Courtesy Collection
II	ICT In from another County
IO	ICT Out to new County

Code (CT-412)	Description
JD	Judgement
LA	Lost Adjustment
OF	Offset
OA	Other Agency Collection
OD	Other Agency Collection - DPSS
PR	Payment Reduction
PL	Prior Collection
RW	Returned Warrant
TE	Terminated
TG	Transfer to General Fund
VO	Void
WO	Written Off

2.3.4 Report Location

- **Global: Reports**
- **Local: Scheduled**
- **Task: Fiscal**

2.3.5 Counties Impacted

All counties are impacted by the changes outlined in this section.

2.3.6 Security Updates

1. No updates are being made to the report's existing security.

2.3.7 Report Usage/Performance

The changes outlined in this section should not impact the report's performance in any notable way.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
None			

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.2	The LRS shall produce reports that provide the detail LRS Data that will be used to complete the reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	This SCR will update the FNS 209 which is a state mandated report.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?